

ENDORSED BY
THE PROFESSIONAL
ASSOCIATION OF RESUME
WRITERS AND CAREER COACHES

2500 KEYWORDS TO GET YOU HIRED

- Thousands of Powerful Words That Pack a Punch on Today's Winning Resumes
- The Right Words to Use in Electronic Job Searches

Team-Flj™

JAY A. BLOCK, CPRW, AND MICHAEL BETRUS, CPRW

VISIT...

LANZAROTE
Caliente.COM

2500 Keywords to Get You Hired

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0-07-141571-8

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DOI: 10.1036/0071415718

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Introduction

Welcome to the seventh installment in our series of reference guides designed to help you in your career. Our previous guides have been focused on the structure and development of resumes and cover letters. They include:

- *101 Best Resumes*
- *101 More Best Resumes*
- *101 Best Cover Letters*
- *101 Best .Com Resumes*
- *101 Best Resumes for Grads*
- *101 Best Tech Resumes*

Keywords represent a subset of this matter. Keywords are nouns and adjectives that serve to describe you professionally.

This guide offers a variety of tools for you. For the top professions we identified, you will find a list of at least 20 keywords, an example of their use in a sample resume, and their use in a sample interview question. Not every keyword is illustrated in every respective resume or sample interview. Inserting every keyword would have made them too wordy and in many cases unrealistic. These samples will give you some ideas, but your use really depends on your own experiences and objectives. Each profession showcases the work of both the authors and the members of the Professional Association of Resume Writers.

Really look over “Tips to Get You Hired” starting on Chapter 3. They will provide you with savvy tips you won’t find anywhere else. The tips are divided into six categories and are very tactical in nature. We always try to stay away from theory and instead emphasize hands-on tactics.

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Part I

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1

What Is a Keyword?

Keywords are those descriptive words, usually nouns, that are associated with specific disciplines or industries. Keywords are important because they are considered standardized for specific industries. For example, if you were an accountant, keywords would include: cost accounting, budget analysis, auditing, tax, etc. Keywords can be critical in the world of software management and job searching. Employers and recruiters may take your resume and cover letter (especially if sent electronically) and do a computerized search for keywords or descriptors that match the profile they are seeking. Think of it as a prescreening process. For example, a finance director for Microsoft hiring a staff accountant might have a scan or search of resumes and cover letters completed for the words listed above, and if they aren't on your materials, you could miss the first cut.

Keywords play an integral role in two areas of the resume screening process. One is the human element, when hiring and nonhiring managers are screening resumes for words and phrases that match the criteria they are seeking. The second is the computer search, where computers search the data on many different resumes to select those that match the words and phrases. That is how posted resumes on Web sites like Monster.com work.

Prescreening by Personnel

Keywords can be very important outside the computer search arena. In many cases, the initial scan of resumes is completed by either a human

resources person or an assistant to the hiring manager. Even the most competent people doing this function can only do a high-level job of resume scanning if they are not intimately aware of the position or are not hiring for themselves. That is why it is important to keep a certain amount of “boilerplate” in your resume.

A client of ours named David Robinson comes to mind. He worked for Verizon Wireless and was curious about an advertisement he saw for a position with Ericsson. We updated his resume in the style that looks like that on pages 56–57 from our first book, *101 Best Resumes*. The key to that resume style was the use of the left column for a listing of accounts—that really becomes the core of the resume if you work in an account-driven environment like sales. The hiring manager called David for an interview and told him: “We’ve had so many resumes that I told my assistant not to bring me any more unless they look like a perfect fit. The way that you listed your accounts on the first page of the resume was a great way to show us who your contacts are.” So, the initial screening was conducted by his assistant, who was only scanning resumes for key items (words, even things like industry-specific terms, product names, etc.), and his resume effectively illustrated his sales accounts.

Don’t make the readers work to learn what you’re all about. Even in a four percent unemployment environment, the competition for good jobs is too stiff.

The Online Environment

Today, the Internet environment brings a new way of distributing your resume. As part of the “boilerplate” activities that people do when beginning to market themselves to potential employers, using the Internet is now a standard resource tool. One of the first things many people do is post their resumes on Web sites like Monster.com or Headhunter.net. Corporate recruiters and independent recruiters do review resumes posted on these sites. It works best when the search field is very narrow. If you were to do a keyword search of all the resumes posted on Monster.com for *telecommunications*, for example, the return would be in the thousands. However, if you narrowed the search to *MMDS narrowband spectrum management*, the return would be significantly lower. So, you need to whittle your skills down as much as possible to help the right people find you through these keyword searches. Keywords make your traditional resume electronically retrievable in resume databases like Monster.com or Headhunter.net.

After your resume is entered electronically into a resume database like that on Monster.com, it is ready to be searched and ranked. A hiring manager or recruiter then decides which keywords best identify the skills needed in a candidate, and based upon those keywords, has the system search the resume database. Typically, the reviewer will have several keywords that are required and others that are optional.

When the search engine recognizes a keyword in your resume, it is called a “hit.” Your resume is ranked according to the number of keyword hits. Only resumes that have the required keywords are found. Of

those, resumes that have more of the desired keywords rank higher, and will be selected first to be read by a human reviewer. Other factors that can affect search rankings include proximity to other keywords and how close to the top of the page keyword hits occur. Therefore, in addition to placing keywords relevant to your field throughout your resume and cover letter, an extra “keyword summary” should be created near the top of your resume specifically for a resume search engine. Our resume guides provide many examples of how to do this in constructing the opening part of your resume.

A good “Summary of Qualifications” provides an opportunity to include listings of keywords that may not fit in the rest of the written part of the resume. The more keywords you have, the greater the likelihood of ranking high in the search.

Keywords

Below is a plain-formatted resume that is representative of something that might be pasted in the application area on Monster.com. Highlighted in gray are the keywords. Granted, this resume is an exaggerated version of the use of keywords. Still, it will give you a good perspective. Also, it’s no secret that the more specialized a position is, the greater the role that keywords will play. However, even if you’re in sales or general management, key industry terms can be very helpful.

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Keyword Summary

Systems Engineer. Client Server System Architect. Systems Analysis. Systems Integration. Network Administration. Database Administration. Systems Administration. Software Engineering. Troubleshooting Computing Systems.

DOS. Windows NT. TCP/IP. OSI. Microsoft LAN Manager. Novell Netware. Project Management. Trade Studies. Consulting. BETA Tester. Technical Presentations. Sales Presentations. Instructor. BS Degree. Mathematics and Computer Science. UCLA. Air Force Institute of Technology. Computer Engineering.

Summary of Qualifications

Seven years of experience in designing, installing, and troubleshooting computing systems.

Programming: C, C++, Visual BASIC, FORTRAN, Pascal, SQL, OSF/Motif, UNIX Shell Script (sh, ksh, csh), BASIC, Clipper, Algol 68, and 80X86 Assembler.

Operating Systems: UNIX (bsd & SVr3/r4), MS Windows, MS DOS, MS Windows NT, Solaris, HP-UX, Ultrix, AIX, VAX/VMS, and Macintosh System 7.

Networking: TCP/IP, OSI, Microsoft LAN Manager, Novell Netware, DDN, Internet, Ethernet, Token Ring, SNA, X.25, LAN-WAN interconnection.

Applications: Microsoft Office, Microsoft Access, Microsoft Visual C++, Microsoft Project, Microsoft Publisher, Lotus 123, Lotus Freelance, System Architect, and others.

Professional Experience

Network Engineer

Netcom, Dallas, Texas 1996–Present

- * Provide systems engineering, software engineering, technical consulting, and marketing services as a member of the Systems Integration Division of a software engineering consulting company.
- * Designed and managed the development of an enterprise-level client/server automated auditing application for a major financial management company migrating from mainframe computers, db2, and to a workgroup-oriented, client/server architecture involving Windows for Workgroups, Windows NT Advanced Server, Microsoft SQL Server, Oracle7, and UNIX.
- * Designed an enterprise-level, high-performance, mission-critical, client/server database system incorporating symmetric multiprocessing computers (SMP), Oracle7's Parallel Server, Tuxedo's on-line transaction processing (OLTP) monitor, and redundant array of inexpensive disks (RAID) technology.
- * Conducted extensive trade studies of a large number of vendors that offer leading-edge technologies; these studies identified proven (low-risk) implementations of SMP and RDBMS systems that met stringent performance and availability criteria.

Education

University of Kansas, B.S. Software Engineering and Computer Communications

GPA: 3.43

Specialized Training

Database Administration, Performance Tuning, and Benchmarking with Oracle7; Oracle Corporation.

Interactive UNIX System V r4 (POSIX) System Administration; ETC, Inc.

Effective Briefing Techniques and Technical Presentations; William French and Associates, Inc.

Transmission Control Protocol/Internet Protocol (TCP/IP); Technology Systems Institute.

LAN Interconnection Using Bridges, Routers, and Gateways; Information Systems Institute.

OSI X.400/X.500 Messaging and Directory Service Protocols; Communication Technologies, Inc.

2

Skills Lead to Keywords

Have you ever known a highly successful sales professional who didn't have a firm grasp and knowledge of his or her product? An award-winning professor that did not know his or her material? Ask experienced salespeople what the secret to success is, and they'll say that it's knowing the product, knowing the customer, and matching the benefits of the product to the needs of the customer. This is a powerful success formula.

The job search is a sales and marketing endeavor. There is simply no way around this: You are the product, you are the salesperson, and you must define your customers and promote yourself to them. So, like the highly successful salesperson, the key to your success is to know your product (you) inside and out, and match the benefits of the product to the needs of your potential customers (prospective employers). In sales, we call this selling features and benefits. You must know the features of the product, known as "marketable skills," and determine what specific benefits result from those features that would interest a prospective employer. In other words, the only reason for someone to hire you is for the benefit that you offer that person or company. If interviewers were to ask you what your strengths are, what skills you bring to the table, or what contributions you feel you could make to the company, they are actually asking you to identify your features and the benefit that the company would realize by hiring you.

In order to communicate effectively the features and benefits of the product, namely you, you must first take an inventory of your skills. In the simplest of terms, there are three categories of skills:

- Job-related (or academic) skills
- Transferable skills
- Self-management skills

JOB-RELATED/TECHNICAL SKILLS

There are four categories of job-related skills: 1) working with people, 2) working with data and information, 3) working with things, and 4) working with ideas. Though most of us work with all four categories at one time or another, we tend to be attracted to one or two areas in particular. Successful teachers, customer service representatives, and salespeople must be particularly skilled at working with people. Financial controllers, weathermen, and statistical forecasters possess outstanding skills in working with data and information. Engineers, mechanics, and computer technicians enjoy using their skills to work with things, and inventors, writers, and advertising professionals must have solid creativity and idea skills.

For the keyword exercise, place most emphasis on working with data and information; uncover skills that are objective and as specific as possible.

TRANSFERABLE SKILLS

Transferable skills are just that—transferable from one environment to another. If you enjoy working with people, your specific transferable skills might include leadership, training, entertainment, mentoring, mediation, persuasion, public speaking, conflict resolution, or problem-solving skills. If you enjoy working with data and information, your specific transferable skills might include research, analysis, proofreading, editing, arranging, budgeting, assessing, measuring, evaluating, surveying, or pricing. If you enjoy working with things, your specific transferable skills might include knowledge of equipment, repair, maintenance, installation, setup, troubleshooting, or building. And finally, if you enjoy working with ideas, your specific transferable skills might include creating, developing, reengineering, restructuring, painting, writing, problem solving, planning, or brainstorming.

So take 15 minutes, sit down with a pen, and paper and write down all the skills and abilities you possess that have value to a company. Transferable skills are marketable and tangible qualifications that will have value to many organizations. An accountant, human resources manager, or logistics manager at General Motors has tangible transferable skills that are of value to many companies both in and out of the automotive industry.

Team-Fly®

SELF-MANAGEMENT SKILLS

Self-management skills are skills that are personality and value oriented. Self-management skills are those that describe your attitude and work ethic. They include creativity, energy, enthusiasm, logic, resourcefulness, productive competence, persistence, adaptability, and self-confidence. One cautionary note, however: *Try not to be too general in describing your self-management skills.* When you identify a specific skill, always be prepared to explain how that skill will benefit a prospective employer. For example, if you're analytical, how does that make you better prepared for a position you have designed for yourself?

When you identify and recognize your skills, you begin to know your product. If you know your product inside and out, you will never be caught off guard in an interview. In fact, you will be able to reinforce your value by emphasizing specific accomplishments you've achieved in the past, using those specific skills.

In summary, writing a resume with good keyword descriptors requires that you identify your marketable skills because they represent the heart of the resume. Your ability to sell yourself confidently in an interview despite stiff competition depends on knowing your skills and communicating the benefits of those skills to the interviewer. Strategic resume preparation begins with identifying what you have to offer based on where you plan to market yourself. It is the foundation for developing a powerful resume, and will be the foundation of successful interviewing as well.

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3

Tips and Techniques

25 TIPS FOR USING THE INTERNET IN YOUR JOB SEARCH

1. When typing your resume out with the intent of emailing, make sure it is in an ASCII format.
2. Use keywords heavily in the introduction of the resume, not at the end.
3. Keywords are almost always nouns, related to skills, such as financial analysis, marketing, accounting, or Web design.
4. When sending your resume via email in an ASCII format, attach (if you can) a nicely formatted one in case it does go through and the reader would like to see your creativity and preferred layout. If you do attach it, use a common program like MS Word.
5. Don't focus on an objective in the introduction of the resume, but rather accomplishments, using keywords to describe them.
6. Don't post your resume to your own Web site unless it is a very slick page. A poorly executed Web page is more damaging than none at all.
7. Before you email your resume, experiment sending it to yourself and to a friend as a test drive.
8. Look up the Web site of the company you are targeting to get recent news information about new products, etc., and look for their job posting for new information.
9. Before your interview or verbal contact, research the company's Web site.
10. Use a font size between 10 and 14 point, make it all the same for an ASCII format resume, and don't create your resume for emailing with lines exceeding 65 characters.
11. In case your resume may be scanned, use white paper with no borders and no creative fonts.
12. Include your email address on your resume and cover letter.
13. Don't email from your current employer's IP network.
14. Don't circulate your work email address for job search purposes.
15. In the "subject" of your email (just below the "address to" part), put something more creative than "Resume Enclosed." Try "Resume showing 8 years in telecommunications industry" (if that is your chosen industry), for example.
16. For additional sources of online job searching, do a "search" on the Web for job searching, your company, and your specific discipline for additional information.
17. Be careful of your spelling on the Internet. You will notice more spelling errors on email exchanges than you will ever see in mailed letter exchanges.
18. Try to make sure your resume is scannable. This means it has a simple font, no borders, no creative lining, no bold face, no underlining, no italics, and limited if any columning. Though the practice of scanning is overestimated, it should still be a consideration.
19. Purchase or check out of a library an Internet directory listing the many links to job opportunities out there. There are thousands.
20. If you are using the email as your cover letter, keep it brief. If the reader is reading on screen, their tolerance for reading long information is reduced dramatically.
21. Always back up what you can on a disk.
22. If you post your resume to a newsgroup, first make sure that this is acceptable to avoid any problems with other participants.
23. Remember that tabs and spaces are the only formatting you can do in ASCII.
24. Make sure you check your email every day. If you are communicating via the Internet, people may expect a prompt return.
25. Don't send multiple emails to ensure that one gets through. Try to send it with a confirmation of receipt, or keep a look out for a notice from you ISP that the message didn't go through.

25 NETWORKING TIPS

1. Two-thirds of all jobs are secured via the networking process. Networking is a systematic approach to cultivating formal and informal contacts for the purpose of gaining information, enhancing visibility in the market, and obtaining referrals.
2. Effective networking requires self-confidence, poise, and personal conviction.
3. You must first know the companies and organizations you wish to work for. That will determine the type of network you will develop and nurture.
4. Focus on meeting the “right people.” This takes planning and preparation.
5. Target close friends, family members, neighbors, social acquaintances, social and religious group members, business contacts, teachers, and community leaders.
6. Include employment professionals as an important part of your network. This includes headhunters and personnel agency executives. They have a wealth of knowledge about job and market conditions.
7. Remember, networking is a numbers game. Once you have a network of people in place, prioritize the listing so you have separated top-priority contacts from lower-priority ones.
8. Sometimes you may have to pay for advice and information. Paying consultants or professionals or investing in Internet services is part of the job search process today, as long as it’s legal and ethical.
9. Know what you want from your contacts. If you don’t know what you want, neither will your network of people. Specific questions will get specific answers.
10. Ask for advice, not for a job. You should not contact someone asking if they know of any job openings. The answer will invariably be no, especially at higher levels. You need to ask for things like industry advice, advice on geographic areas, etc. The job insights will follow but will be almost incidental. This positioning will build value for you and make the contact person more comfortable about helping you.
11. Watch your attitude and demeanor at all times. Everyone you come in contact with is a potential member of your network. Demonstrate enthusiasm and professionalism at all times.
12. Keep a file on each member of your network and maintain good records at all times. A well-organized network filing system or database will yield superior results.
13. Get comfortable on the telephone. Good telephone communication skills are critical.
14. Travel the “information highway.” Networking is more effective if you have email, fax, and computer capabilities.
15. Be well prepared for your conversation, whether in person or over the phone. You should have a script in your mind of how to answer questions, what to ask, and what you’re trying to accomplish.
16. Do not fear rejection. If a contact cannot help you, move on to the next contact. Do not take rejection personally—it’s just part of the process.
17. Flatter the people in your network. It’s been said that the only two types of people who can be flattered are men and women. Use tact, courtesy, and flattery.
18. If a person in your network cannot personally help, advise, or direct you, ask for referrals.
19. Keep in touch with the major contacts in your network on a monthly basis. Remember, out of sight, out of mind.
20. Don’t abuse the process. Networking is a two-way street. Be honest and brief and offer your contacts something in return for their time, advice, and information. This can be as simple as a lunch, or offering your professional services in return for their cooperation.

- 21.** Show an interest in your contacts. Cavette Robert, one of the founders of the National Speakers Association, said, “People don’t care how much you know, until they know how much you care.” Show how much you care. It will get you anywhere.
- 22.** Send thank-you notes following each networking contact.
- 23.** Seek out key networking contacts in professional and trade associations.
- 24.** Carry calling cards with you at all times to hand out to anyone and everyone you come in contact with. Include your name, address, phone number, areas of expertise, and/or specific skill areas.
- 25.** Socialize and get out more than ever before. Networking requires dedication and massive amounts of energy. Consistently work on expanding your network.

25 “WHAT DO I DO NOW THAT I HAVE MY RESUME?” TIPS

1. Develop a team of people who will be your board of directors, advisors, and mentors. The quality of the people you surround yourself with will determine the quality of your results.
2. Plan a marketing strategy. Determine how many hours a week you will work, how you'll divide your time, and how you'll measure your progress. Job searching is a business in itself—and a marketing strategy is your business plan.
3. Identify 25 (50 would be better) companies or organizations that you would like to work for.
4. Contact the companies, or do some research, to identify hiring authorities.
5. Define your network (see “Networking Tips”). Make a list of everyone you know including relatives, friends, acquaintances, family doctors, attorneys, and CPAs, the cleaning person, and the mail carrier. Virtually everyone is a possible networking contact.
6. Prioritize your list of contacts into three categories: 1) Strong, approachable contacts, 2) good contacts or those who must be approached more formally, and 3) those who you'd like to contact but can't without an introduction by another party.
7. Set up a filing system or database to organize and manage your contacts.
8. Develop a script or letter for the purpose of contacting the key people in your network, asking for advice, information, and assistance. Then start contacting them.
9. Attempt to find a person, or persons, in your network who can make an introduction into one of the 25 or 50 companies you've noted in number 3.
10. Spend 65 to 70 percent of your time, energy, and resources networking because 65 to 70 percent of all jobs are secured by this method.
11. Consider contacting executive recruiters or employment agencies to assist in your job search.
12. If you are a recent college graduate, seek out assistance from the campus career center.
13. Scout the classified advertisements every Sunday. Respond to ads that interest you, and look at other ads as well. A company may be advertising for a position that does not fit your background, but say in the ad they are “expanding in the area,” etc. You have just identified a growing company.
14. Seek out advertisements and job opportunities in specific trade journals and magazines.
15. Attend as many social and professional functions as you can. The more people you meet, the better your chances are of securing a position quickly.
16. Send out resumes with customized cover letters to targeted companies or organizations. Address the cover letter to a specific person. Then follow up.
17. Target small to medium-sized companies. Most of the opportunities are coming from these organizations, not large corporations.
18. Consider contacting temporary agencies. Almost 40 percent of all temporary personnel are offered permanent positions. Today, a greater percentage of middle and upper management, as well as professionals, are working in temporary positions.
19. Use online services. America Online, Prodigy, and CompuServe have career services, employment databases, bulletin boards, and online discussion and support groups, as well as access to the Internet. This is the wave of the future.
20. If you are working from home, be sure the room you are working from is inspiring, organized, and private. This is your space and it must motivate you!
21. If your plan is not working, meet with members of your support team and change the plan. You must remain flexible and adaptable to change.
22. Read and observe. Read magazines and newspapers and listen to CNBC, CNN, and so on. Notice which companies and organizations are on the move and contact them.

- 23.** Set small, attainable, weekly goals. Keep a weekly progress report on all your activities. Try to do a little more each week than the week before.
- 24.** Stay active. Exercise and practice good nutrition. A job search requires energy. You must remain in superior physical and mental condition.
- 25.** Volunteer. Help those less fortunate than you. What goes around comes around.

25 INTERVIEWING TIPS

1. Relax. The employment interview is just a meeting. And although you should not treat this meeting lightly, don't forget that the organization interviewing you is in need of your services as much as, or perhaps more than, you are of theirs.
2. The key to successful interviewing is rapport building. Most people spend their time preparing for interviews by memorizing canned responses to anticipated questions. Successful interviewers spend most of their time practicing the art of rapport building through the use of powerfully effective communicating techniques.
3. Prepare a manila folder that you will bring to the interview. Include in the folder:
 - * company information (annual reports, sales material, etc.)
 - * extra resumes (6–12) and your letters of reference
 - * 15 questions you've prepared based on your research and analysis of the company
 - * a blank legal pad, pen, and anything else you consider helpful (e.g., college transcripts)
4. Dress appropriately. Determine the dress code and meet it. If their dress is business casual, you still need to be dressed in business professional. Practice proper grooming and hygiene.
5. Shoes, of course, must be polished.
6. Wear limited jewelry.
7. Call the day before and confirm the appointment—it will set you apart.
8. Be certain that you know exactly where you're going. Arrive in plenty of time. You should be at the receptionist's desk 10–12 minutes before the scheduled interview.
9. Prior to meeting the receptionist, check your appearance. Check your hair, clothing, and general image. Test your smile.
10. Secretaries, administrative assistants, and receptionists often have a say in the hiring process. Make a strong first impression with them.
11. Look around the office and search for artifacts that disclose the personality and culture of the company—and possibly the interviewer. This information will be helpful in initially breaking the ice, when you first begin discussions.
12. Be aware of your body language. Sit erect, with confidence. When standing and walking, move with confidence!
13. Your handshake should be firm, made with a wide-open hand, fingers stretched wide apart. Women should feel comfortable offering their hands and firm and friendly handshakes. A power handshake and great smile will get you off to a great start.
14. Eye contact is one of the most powerful forms of communicating. It demonstrates confidence, trust, and power.
15. During the interview, lean forward toward the interviewer. Show enthusiasm and sincere interest.
16. Take notes during the interview. You may want to refer to them later in the interview. If you are uncomfortable with this, ask permission first.
17. Be prepared for all questions, especially uncomfortable ones. Before the interview, script out a one-page response for each question that poses a problem for you, and practice repeating it until you're comfortable with it.
18. Communicate your skills, qualifications, and credentials to the hiring manager. Describe your market value and the benefits you offer. *Demonstrate how you will contribute to the bottom line.* Show how you can 1) improve sales, 2) reduce costs, 3) improve productivity, or 4) solve organizational problems.
19. Key in on *specific accomplishments*. Accomplishments determine hireability. They separate the winners from the runners-up.

20. Listening skills are priceless! Job offers are made to those who listen well, find hidden meanings, and answer questions in a brief but effective manner.
21. Let the interviewer bring up salary first. The purpose of an interview is to determine whether there is a match. Once that is determined, salary should then be negotiated.
22. There is no substitute for planning and preparation, practice and rehearsing—*absolutely none*.
23. Practice interviewing techniques using video technology. A minimum of five hours of video practice, preferably more, guarantees a stellar performance.
24. Close the sale. If you find that you want the position, ask for it. Ask directly, “Is there anything that would prevent you from offering me this position now?” or “Do you have any reservations or concerns?” (if you sense that). At the very least, this should flush out any objections and give you the opportunity to turn them into positives.
25. Always send a thank-you note within 24 hours of every employment meeting.

TEAMFLY

25 SALARY NEGOTIATING TIPS

1. From the moment you make initial contact with any company or organization you wish to work with, you are in negotiation. You may not be discussing money openly, but you are making a permanent imprint on the minds of the hiring authorities.
2. Delay all discussions of salary until there is an offer on the table.
3. You are in the strongest negotiating position as soon as the offer is made.
4. Know your value. You must know how you can contribute to the organization. Establish this in the mind of the hiring manager.
5. Get employers enthusiastic about your candidacy, and they will become more generous.
6. There is no substitute for preparation. If you are well prepared, you'll be confident, self-assured, and poised for success.
7. Prior to going into employment negotiations, you must know the average salary paid for similar positions with other organizations in your geographical area.
8. Prior to going into employment negotiations you must know, as best you can, the salary range that the company you're interviewing with will pay, or what former employees were earning.
9. Prior to going into employment negotiations, you must know your personal needs and requirements, and how they relate to numbers 7 and 8 above.
10. Remember, fringes and perks, such as vacation time, flex time, health benefits, pension plans, and so on, have value. Consider the "total" salary package.
11. Salary negotiations must be win-win negotiations. If they're not, everybody loses in the end.
12. Be flexible; don't get hung up on trivial issues, and always seek compromise when possible.
13. Listen carefully and pay close attention. Your goals will most likely be different from the goals of the employer. For instance, the firm's main focus might be "base salary." Yours might be "total earning potential." So a win-win solution might be to negotiate a lower base salary but a higher commission or bonus structure.
14. Anticipate objections and prepare effective answers to these objections.
15. Try to understand the employer's point of view. Then plan a strategy to meet both the employer's concerns and your needs.
16. Don't be afraid to negotiate out of fear of losing the offer. Most employers expect you to negotiate as long as you negotiate in a fair and reasonable manner.
17. Always negotiate in a way that reflects your personality, character, and work ethic. Remain within your comfort zone.
18. Never lose control. Remain enthusiastic and upbeat even if the negotiations get a little hot. This might be your first test under fire.
19. Play hardball only if you're willing to walk away from, or lose, the deal.
20. What you lose in the negotiations will most likely never be recouped. Don't be careless in preparing for or conducting the negotiation.
21. Be sure to get the offer and final agreement in writing.
22. You should feel comfortable asking the employer for 24 to 48 hours to think about the deal if you need time to think it over.
23. Never link salary to personal needs or problems. Compensation should always be linked to your value.
24. Understand your leverage. Know if you are in a position of strength or weakness and negotiate intelligently based on your personal situation.
25. End salary negotiations on a friendly and cheerful note.

25 UNCONVENTIONAL TECHNIQUES FOR UNCOVERING AND SECURING NEW OPPORTUNITIES

1. If you see a classified ad that sounds really good for you but only lists a fax number and no company name, try to figure out the company by trying similar numbers. For example, if the fax number is 555-4589, try 555-4500 or 555-4000, and get the company name and contact person so you can send a more personalized letter and resume.
2. Send your resume in a Priority Mail envelope for the serious prospects. It only costs \$3, but will stand out and get you noticed.
3. Check the targeted company's Web site; they may have postings there that others without computer access haven't seen.
4. If you see a classified ad for a good prospective company but for a different position, contact them anyway. If they are new in town (or even if they're not), they may have other nonadvertised openings.
5. Always have a personalized card with you in the event that you meet a good networking or employment prospect.
6. Always have a quick personal briefing rehearsed to speak to someone.
7. Network in nonwork environments, such as a happy-hour bar (a great opportunity to network) or an airport.
8. Network with your college alumni office. Many college graduates list their current employers with that office, and they may be a good source of leads, even out of state.
9. Most newspapers list all the new companies that have applied for business licenses. Check that section and contact the ones that appear appealing to you.
10. Call your attorney or accountant and ask them if they can refer you to any companies or business contacts; perhaps they have a good business relationship that may be good for you to leverage.
11. Contact the Chamber of Commerce for information on new companies moving into the local area.
12. Don't give up if you've had just one rejection from a company you are targeting. You shouldn't feel that you have truly contacted that company until you have contacted at least three different people there.
13. Join networking clubs and associations that will expose you to new business contacts.
14. Ask stockbrokers for tips on which companies they identify as fast growing and good companies to grow with.
15. Make a list of everyone you know and use them as a network source.
16. Put an endorsement portfolio together and mail out with targeted resumes.
17. Employ the hiring proposal strategy. (See *101 Best Cover Letters*.)
18. Post your resume on the Internet, selecting news groups and bulletin boards that will readily accept it and match your industry and discipline.
19. Don't forget to demonstrate passion and enthusiasm when you are meeting with people, interviewing with them, and networking through them.
20. Look in your industry's trade journals. Nearly all industries and disciplines have several, and most have advertising sections in the back that list potential openings with companies and recruiters. This is a great resource in today's low-unemployment environment.
21. Visit a job fair. For most professionals, there won't be managerial positions recruited for, but there will be many companies present, and you may discover a hot lead. If they are recruiting in general, you should contact them directly for a possible fit.
22. Don't overlook employment agencies. They may seem like a weak possibility, but that may uncover a hidden opportunity or serve as a source to network through.

- 23.** Look for companies that are promoting their products using a lot of advertising. Sales are probably going well, and they may be good hiring targets for you.
- 24.** Call a prospective company and simply ask them who their recruiting firm is. If they have one, they'll tell you, and then you can contact that firm to get in the door.
- 25.** Contact every recruiter in town. Befriend them, and use them as networking sources if possible. Always thank them, to the point of sending them a small gift for helping you out. This will pay off in dividends in the future. Recruiters are always good contacts.

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Part II

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4

Keywords by Profession

ACCOUNT EXECUTIVE (ADVERTISING/MARKETING/PR)

Keywords

Market Penetration/
Expansion
Negotiations
Presentations
Relationship
Building
Incentive
Development
Territory
Penetration
Competitive Market
Analysis
Prospecting
Solution-Based
Selling
Consultative Selling
Client Needs
Analysis
Trade Show
Management
Lead Generation
Sales & Marketing
Sales Promotions
Product Introduction
Market Research &
Analysis
Staff Training &
Development
New-Business
Planning/
Development
Goal
Setting/Personal
Development

Resume

Anita Cooley
234 Shoshue Blvd.
Cincinnati, Ohio 45237
(513) 555-1122 / anita666@hotmail.com

Account Executive
Growing and sustaining revenues in highly competitive markets.
New-Business Planning/Development • Market Research & Analysis
Competitive Market Analysis • Market Penetration/Expansion

Core Strengths

Presentations / Negotiations
Relationship Building
Incentive Development
Territory Penetration

Problem Resolution
Consultative / Solution-Based Selling
Client Needs Analysis
Lead Generation

Professional Experience

ROCCO MARKETING AGENCY, Detroit, Michigan

1999 to Current

Account Executive

Exercise full sales and marketing accountability for major local account list with territory extending from Detroit to Philadelphia and reaching to Toms River, NJ. Coordinate annual trade shows, develop and execute sales promotions, and create power methods to introduce new products. Challenged with ensuring peak performance of team through effective staff training and development as well as ambitious goal setting while emphasizing personal development.

- Received Stellar Seller Award (2000) for generating first-quarter new business.
- Increased local sales by 16% in 2000 over 1999 by employing consultative sales approach.
- Aggressively negotiated contract with major client, netting over \$1 million 2000.
- Lead team in turning around distress territory of underperforming executive.

Education

University of Cincinnati, Cincinnati, Ohio

Bachelor of Arts: Business & Communications, 1990

- Interned with One2all Communications, New York
- GPA 3.75

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Consistently, I have demonstrated my ability to meet or exceed sales goals. Planning and developing ways to attract new business have always distinguished me from my colleagues. Based on my ability to conduct thorough market research and analysis, I have repeatedly been successful in implementing creative sales, marketing and promotional strategies that have produced desired results. Your company has a product/service that will assist clients in getting ahead of their competition; I offer expertise in market expansion and solution selling to attract new clients and thus maximize your revenue.

ACCOUNTING MANAGER

Resume

Heather Shuster
1234 North Colorado Boulevard
Burbank, California 91304
(818) 555-1234 / email@email.com

ACCOUNTING MANAGER
Experienced in All Aspects of General Accounting and Financial Reporting

Team Building and Leadership / Hiring, Training, & Supervision
Strong Analytical, Mathematical, and Problem Solving Skills
Experienced in Integrated Accounting Software

Accounting manager with bachelor's degree in Finance and five years' related supervision and accounting systems experience. Proven ability to plan and supervise work of others to achieve department and organizational goals. Expertise in QuickBooks Pro, Great Plains, Peachtree, Word, Excel, and Access.

Core Strengths

General Accounting
Financial Systems & Reporting
Oral & Written Communications
Accounts Receivable/Payable

Budget Management
Hiring, Training & Supervising
Payroll/Employment Taxes
Expense Tracking & Analysis

Professional Experience

WC SPECIALTY PRODUCTS, INC., Los Angeles, CA

1997–Present

Accounting Manager

Direct activities of accounting department for manufacturer of specialty gift items. Supervise, train, and evaluate team of twelve involved with general accounting, accounts receivable/payable, payroll processing, data collection and analysis, banking activities, and employment tax reporting. Ensure month-end closings and timely financial statement preparation. Prepare and manage annual budget process. Report to VP Finance.

- Consolidated benefits accounting system for divisions located in four states throughout United States.
- Directed implementation of state-of-the art accounting software; trained staff on use.
- Improved accuracy of financial reporting systems and asset accounting procedures.
- Coordinated audit process with outside CPA. Collaborated in due diligence process on anticipated acquisition.

Education

CALIFORNIA STATE UNIVERSITY, Los Angeles, CA
B.A. in Accounting; 1996

Keywords

Account
Reconciliations
Accounting Software
Accounts
Receivable/Payable
Banking
Budgets
Computer Skills
Data Collection & Analysis
Data Processing
Expense Tracking
Financial Reporting
Mergers and Acquisitions
General Accounting
Information Systems
Month-End Closing
Payroll
Revenue Accounting
Employment Tax Reporting
Problem Solving
Project Management
Uniform
Capitalization

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have more than five years' experience in all aspects of general accounting and financial reporting. I am strong with all required software programs, including Word, Excel, and accounting software such as QuickBooks Pro, Great Plains, and Peachtree. From a management perspective, I practice team building and leadership skills and have experience in hiring, training, and coaching. My financial strengths include budgeting, reporting, auditing, and GL work.

ACCOUNTS RECEIVABLE SUPERVISOR

Keywords

Accounts Receivable
Cash Management
Cost Reduction
Key Accounts
Financial Audits
Internal Controls
Credit & Collections
Strategic Planning
Financial Reporting
Negotiate
Collections
Profit/Loss (P&L)
Corporate Mergers
Profit Gains
Regulatory
Compliance
Auditing
Audit Controls
Risk Management
Revenue Gain
Work Paper
Financial Controls

Resume

Mark Williams
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Accounts Receivable Supervisor
Proven Background in Cost Reduction, Credit, and Collections

Financial Reporting / Strategic Planning Skills
Full Range of P&L / Key Account Financial Management Experience

Results-oriented, dedicated, and highly accomplished Accounts Receivable Supervisor with a proven track record of reducing costs and improving collection results. Experienced in working with corporate mergers.

Core Strengths

Accounts Receivable
Collections
Profit/Loss (P&L)
Financial Reporting
Financial Controls

Strategic Planning
Key Accounts
Credit & Collections
Audit Controls
Risk Management

Professional Experience

JT ENTERPRISES—Lawson, IL 1989 to Current

Accounts Receivable Manager

Direct, train, and mentor a staff of four full-time accounting clerks in managing domestic and international accounts receivable operations, financial reporting, strategic planning, and credit/collection activities. Implement policies, procedures, and programs to streamline operations, reduce costs, and increase efficiency. Negotiate payment terms and serve as the main point of contact in resolving issues at all levels.

- Negotiated key account terms, resulting in \$7,000 in annual savings.
- Spearheaded collection methods, clearing \$45,000 in past-due accounts.
- Trained staff members on new collection techniques to improve profit gains.
- Oversaw accounts receivables during two corporate mergers.

Education

UNIVERSITY OF ILLINOIS STATE—Knox, Illinois

Bachelor of Science: Accounting 1988

Certifications: **Certified Public Accountant (CPA) 1989**

Interview Q&A Using Keywords

Why Should Our Company Hire You?

I have extensive experience as an Accounts Receivable Manager and have been involved in many corporate-level teams in implementing audit controls, ensuring regulatory compliance, managing corporate mergers, and ensuring profit gains. I have also worked with many high-level and international clients in effectively directing collections activities.

Team-Fly®

ACTUARY

Resume

Laura Longevity
999 Concourse Boulevard
Meriden, Connecticut 06456
(860) 555-1122 / email@email.com

Actuary
Society of Actuaries Fellow

Life and Health Insurance/Employee Benefits/Pensions
American Society of Pension Actuaries

Pensions specialist with a background in insurance plans. Proficient in mortality and disability table construction. Skilled in *statistical* analysis software. Trained in latest valuation techniques.

Core Strengths

Pension valuations	Calculating employee contributions
Earnings distribution	Risk management
Annuity and Pension design	Computer programs and applications
Solid communication skills	Data analysis

Professional Experience

Milk M Enterprises, Chicago, Illinois 1987–2000

Actuary

Managed rate and product development functions of benefits department. Calculated rates for insurance plans. Projected and reported on yields. Recommended equitable earnings distributions. Designed pension and annuity products. Reviewed legislation for product compliance and design. Researched demographic and social issues for impact on group and individual plans. Certified pension plans for federal and state agencies.

- Acted as Consultant to Health and Human Services Administration
- Introduced a complex lattice model for higher accuracy in valuations
- Provided technical assistance to a legislative team working on health-care reforms
- Created a multitiered pension plan for a company with 8,000 employees

Education

University of Pennsylvania

Bachelor of Science, Mathematics 1982

- Pi Mu Epsilon, Math Honors Society

University of Pennsylvania, Wharton School of Business

Asset Liability Management 2002

References Furnished Immediately upon Request

Keywords

Statistical Data
Probability Tables
Mortality
Yield
Insurance Plans
Pensions
Annuities
Premiums
Demographics
Social Issues
Legislative Review
Data Analysis
Earnings
Distribution
Rate Calculation
Disability
Liability
Benefits
Group Contracts
Risk
Valuation

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I bring an understanding of contemporary political, social, and health issues. My expertise includes extensive research and training in current mortality and disability trends in light of those issues as well as cutting-edge interest rate theory and valuation constructs. Having consulted with both HHS and state legislatures, I have knowledge of upcoming legislation and regulatory changes. I have excellent presentation skills and can translate complex formulas into the vernacular.

ADMINISTRATIVE ASSISTANT

Keywords

Assistant to
Administrator
Computer Skills
Word Processing
Dictation
Transcription
Spreadsheets
Appointment
Management
Travel
Arrangements
Letter Composition
Newsletter Creation
Itinerary
Management
Message Taking
Call Screening
Office Management
Petty Cash
Presentation
Preparation
Professional
Appearance
Commissioned
Notary Public
Staff Supervision
Project Management

Resume

Linda B. Boisvert
123 James Street
Auburn, Maine 04210
(207) 555-1111 / email@email.com

Credentialed Administrative Assistant
Certified Professional Secretary

Commissioned Notary Public
Office Management Capabilities

Unique paraprofessional with outstanding skills resulting in becoming recently certified in advanced secretarial skills. Ability to totally run and manage a small office or work as a team member in a larger environment.

Core Strengths

Executive Assistant
Varied Computer Skills
Letter Composition
Appointment Management

Accurate Message Taking
Dictation/Transcription
Newsletter Creation
Petty Cash Account

Professional Experience

Bates Manufacturing Co., Lewiston, Maine 1995 to Present

Administrative Assistant

Provide secretarial and administrative support to the vice president of manufacturing. Notarize documents when needed for entire organization. Coordinate all incoming business news and create monthly newsletter distributed to all employees and clients. Utilize the Internet extensively to research products, competitive businesses, and current trends. Compile information for weekly presentations for department heads.

- Serve as corporate librarian for all Internet research compiled.
- Completely prepare newsletter from scratch to "camera-ready."
- Saved the company \$10,000 in printing costs in one year.
- Introduced software and applications to upgrade and network office.

Education

Mid-State College, Auburn, Maine
Associate Degree Computer Science
Associate Degree Secretarial Science

Completed 2 Years

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Having recently earned my CPS (Certified Professional Secretary) status, I feel confident that my additional five (5) years of experience as an executive secretary would qualify me for your position. The strengths I would bring to your position would be in all areas of secretarial support with an emphasis on administrative-level assisting. In particular, I have worked successfully in the areas of special project management, presentation preparation, itinerary management, and all levels of travel scheduling and tracking. I am also very proficient with all Microsoft programs and using a Palm Pilot.

ANESTHESIOLOGIST

Resume

Roberto Sanchez, M.D.
123 Alvarado Lane
Dallas, Texas 75243
(972) 555-5432 / email@email.com

BOARD CERTIFIED ANESTHESIOLOGIST
with 20 years of experience

**Cardiovascular and Emergency/
Research and Clinical Studies**

Perioperative, preoperative, intraoperative, and postoperative practical experience in administering anesthetics, pain control, and moderate sedation, and an active participant in ongoing research.

Core Strengths

Provide excellent medical care
Prescribe pain-relieving medication
Cardiovascular and respiratory
Board certified—ASAHQ

Focused consultations with patients
Monitor and control all situations
Infection control techniques
Licensed by the State of Texas

Professional Experience

NORTH TEXAS MEDICAL ASSOCIATES, Dallas, Texas

1982 to present

Senior Anesthesiologist

Provide Perioperative, Preoperative, Intraoperative, and Postoperative Medicare Care for anesthesia care, pain management, respiratory and cardiovascular disease, and emergency situations. Perform medical assessments, *diagnose* situations, monitor and control anesthetics, and prescribe pain-relieving medication. Actively participate in research and clinical studies.

- Treated over 20,000 patients in hospitals and clinics since 1982.
- Patient satisfaction rated very high in interpersonal interactions.
- Conducted more than 25 clinical studies since 1995.
- Recognized by the ASAHQ as a "Top 25" Anesthesiologist in 2001.
- Selected as a member of the ASAHQ Board of Directors in 2002.

Education

Johns Hopkins University School of Medicine, Baltimore, Maryland

Doctor of Medicine in Anesthesiology; 1981

University of Houston, Texas

Bachelor of Science Degree; Major: Medicine

Keywords

Anesthesiology
Pain
Board Certified
Moderate Sedation
Medical Care
Consultations
Perioperative
Preoperative
Intraoperative
Postoperative
Anesthetics
Medical Assessment
Monitor and Control
Pain-Relieving
Interventions
Diagnosis
Respiratory
Cardiovascular
Infection Control
Emergency
Situations
Research and
Clinical Studies

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have 20 years of experience as a Board Certified Anesthesiologist providing perioperative, preoperative, Intraoperative, and postoperative medicare care. After performing medical assessments on each patient, I diagnose their situation, monitor and control anesthetics, and prescribe pain-relieving interventions. I have practical experience in anesthesia, moderate sedation, respiratory and cardiovascular disease, infection control, and emergency situations. I believe my research and clinical studies will help the practice greatly.

APPLICATION DEVELOPER

Keywords

Visual Basic/
VBScript
Java
Active Server Pages
JavaScript
XTML
XML
DHTML
ActiveX
Com/COM+
.Net
IIS
SQL Server
MTS
ADO
Windows 2000
Linux
Design Development
Infrastructure
Code Testing
Programming

Resume

Jonas Gorauskas

11027 Southeast 21 Boulevard
Anywhere, Idaho 00000
(208) 555-0000 / email@email.com

Application Developer

Expert Web Application Developer

Proven ability to transform concepts into working, stable applications.

Outstanding analytical, problem-solving and decision-making skills. Able to solve complex problems with efficient solutions. Proficient in managing multiple projects. Multilingual—fluent in Portuguese and English.

Core Strengths

Programming Ability
Business Management Skills
Infrastructure Planning
Code Testing

Deliver Solutions
Read German and Spanish
Customer Service Oriented
Integrate Web sites

Professional Experience

AKTIVTEK.com, Sierra, Nevada

2001 to Present

Web Application Developer / Owner

Develop applications, analyze data, plan infrastructure and deployment for Web sites. Define and analyze requirements, design, code, and implement core elements in the company's product line. Perform object-oriented Web application development, integrate Web sites with database servers, and code new programs and new server components. Address and resolve numerous technical issues.

- Reader's Choice Award, WebOnline, 2000.
- Published "Using the FileSystemObject," Pinnacle Publishing, Inc. 2001.
- Published "User Authentication and Management Without a Database," ActiveWeb Developer, 1999.

Education

Lewis-Clark State College, Lewiston, Idaho

Bachelor of Science Degree in Computer Science

1999

- Selected to lead the development of the WinBridge game client product.
- Key player selected to implement compiled server-side components to improve robustness and efficiency of client solutions.

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My hands-on technical expertise makes me a great candidate for the job. I meet all qualifications outlined in the advertisement. I earned a Bachelor of Science degree in Computer Science. I have designed, developed, and programmed a number of successful Web projects, always being cost-conscious. Completing the Pet.com e-commerce site required dedication to the project from conception to completion. I have excellent communications skills and understand that providing superior customer service is the key to success.

ARCHITECT

Resume

Christopher Aron
8705 Cleveland Avenue
St. Paul, Minnesota 55104
(651) 555-2599 / email@email.com

Licensed Architect
Registered in Minnesota, Wisconsin, Iowa, and Michigan

Fluent in English, Spanish, and French
Proficient with AutoCAD, FormZ, 3D Studio, MS Office, Pagemaker

Demonstrated success in exploring the relationship between architecture and the environment, preservation, and accessibility through the discourse of design. Able to enhance the understanding, knowledge, and philosophy brought forth in quality architecture.

Core Strengths

Public architecture	Preservation consultant
Program definition	Drawings and models
Presentation graphics	Historic log structures
Americans with Disabilities Act	Trade/crossover skills

Professional Experience

STATE OF MINNESOTA, St. Paul, Minnesota 1995 to Current

Architect: Bureau of Engineering

Midwest region's recognized authority in the analysis, documentation, and restoration of historic log structures, completing 54 projects to date. Scope of project management encompasses manpower allocation, feasibility studies, site and cost analysis, estimating, and management budgets. Served on the Technology Planning Committee, reviewing and implementing tools and systems for the Architectural Unit. Design, develop, and manage public park, rural, and city projects, from proposal development through new and restorative construction phases.

- "The Bremerton Estate" featured in *The Log Home Tradition* magazine
- "Volunteer of the Year" award recognition, The St. Paul Area Historical Society
- Design Finalist, Elderly Housing (Exhibited at National Institute of Health)
- "Architecture Responds to Americans with Disabilities," featured in the *St. Paul Chronicle*

Education

University of Minnesota, Minneapolis, Minnesota

Master of Architecture, 1999

Bachelor of Architecture, 1989

- Design Finalist, Contemporary Healthcare Facility (Exhibited in New York, New York)

References Furnished Immediately upon Request

Keywords

Multistate Architect
Licensure
Program Definition
Americans with
Disabilities Act
Compliance
Documents
Construction
Estimating and
Management
Site and Cost
Analysis
Presentation
Graphics
Feasibility Studies
Program Definition
Drawings and
Models
Public Architecture
Design Finalist
Zoning and Codes
Historic Log
Structures
Commercial and
Residential
Architecture
Manpower
Allocation
Preservation
Consultant
Exhibits
Multilingual
Fluency
Trade/Crossover
Skills

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am able to handle all phases of design: from program definition through design, models, and drawings. My works have received design finalist and exhibit recognition in academic and professional environments, including the Design of the Year award in Minneapolis in 1999. Because of multilingual fluency, as well as historic and public architecture expertise, my range of influence is broad. Multistate licensure and broad experience encompass commercial and residential, codes, zoning, and ADA compliance. I have led manpower allocation, feasibility studies, site and cost analysis, estimating and management of projects. Trade/Crossover skills in plumbing, electrical, build-out, and renovation projects have been valuable assets to my work.

ART DIRECTOR

Keywords

Layout & Design
UI/Site Architecture
Typography
Pre-Press/Print
Production
Visual Media
Concept
Development
Paste-Up
Point-of-Sale
Materials
Trade Promotions
Dealer Sell Sheets
Event Graphics
Branding &
Advertising
Print, Logo, &
Identity
Bounce-Back
Trade Show Exhibits
Branding Identity
Brand Building
Interface Design
Product Design
Global Brand
Strategy

Resume

Chris Smith

178 Green Street
Albuquerque, New Mexico 87104
(505) 555-1122 / email@email.com

Art Direction / Design

Specializing in branding, identity development, and team leadership

Resource Allocation / Load Balancing

Extensive knowledge of interface design and Internet technologies

Dynamic, experienced professional with an eye on the bottom line. Special ability to motivate teams and develop creative brand identity and advertising campaigns that consistently improve market position.

Core Strengths

Strong Visual Skills
Resource Management
UI/Site Architecture
On-Site Promos

Creative Problem Solving
Budget Development / Management
New Product Launch
Formal Graphic Design Training

Professional Experience

SICOLA MARTIN, Austin, TX

1995 to Present

Art Director

Art Direct ad campaigns in all divisions including Web site design, catalogs, dealer sell sheets, product graphics, packaging, point-of-sale materials, trade show promotions, and event graphics. Oversee all licensee groups as International Creative Director. Manage art department. Assisted in the development and presentation of global brand strategies for key client accounts.

- Designed and rendered accompanying point-of-sale materials.
- Utilizing illustrative talents, selected to complete product illustrations for bounce-back coupons and ad slicks.
- Directed paste-up and type-setting activities for direct mail pieces.

Education

Syracuse University, Syracuse, New York
Bachelor of Fine Arts / Advertising Design, 1986

- Design of gallery graphics
- Gallery scheduling

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I understand that you are looking for a professional with a minimum of 5 years of senior art direction experience. I have more than 10 years of hands-on direction experience. What makes me unique is that I have frequently done lettering as part of the product design projects on which I'm working. I specialize in typography, brand building, and identity design, which add collateral value to my candidacy. With a long track record of success in advertising and multimedia design, I will immediately add value to your team!

ARTIST

Resume

Maria Lane
5555 Ridgeway Lane
Sherman Oaks, California 91340
(818) 555-2222 / email@email.com

ILLUSTRATOR / ARTIST / DESIGNER
Creative Artist/Designer Experienced in Diverse Mediums.

Strong Sense of Color, Detail, Balance, and Proportion.
Talented in Interpreting Needs of Clients.

Creative artist/designer who consistently exceeds client expectations. Developed business images and design graphics, logos, illustration, murals, and textiles for wide range of corporate and private clients. B.A. in art with strong computer skills including CAD, Adobe Illustrator, PageMaker, Photoshop, Quark, etc. Works well independently as well as collaboratively in a team environment. Skilled in monitoring trends and styles.

Core Strengths

Illustrations
Sketch Artist
Logos
Business Images
Creative Direction

Textile Design
Packaging
Murals
Graphic Design
Design Elements

Professional Experience

HEARTFELT GRAPHICS, Encino, CA
Textile Artist / Designer

1995–Present

Design product line for multimillion manufacturer of textiles. Monitor fashion trends and styles to conceive new designs that “win” accounts and meet consumer demand. Created seasonal and proprietary branded designs for retail mass market. Create business images including logos, packaging, illustrations, and murals for office decor.

- Conceived innovative designs that generated widespread industry recognition for company and increased sales fourfold.
- Created designs that have become classics and broke all sales records.
- Consistently met critical deadlines in a fast-paced environment.
- Developed specialty packaging for soft-drink product launch.

Education

UNIVERSITY OF CALIFORNIA, Los Angeles, CA
B.A. in Art and Art History
Excellent Recommendations Available upon Request

Keywords

Artistic
Balance
Branding
Business Images
Color
Creative Direction
Designer
Graphic Design
Illustrator
Logos
Murals
Packaging
Painting
Product Development
Promotional Material
Proportion
Sketch Artist
Talent
Textile Design
Trends

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a creative designer with talent and experience across diverse mediums. I possess a strong sense of color and have an innate sense of design. I have worked with several design software programs and graphic designers, and like to interpret client needs and preferences and produce a magical end result that seems always to impress them. I have conceived innovative designs that generated industry recognition and increased sales.

ASSOCIATION MANAGER

Keywords

Advocacy
Chapter Development
Program Administration
Development
Member-Driven Organization
Certified Association Executive (CAE)
Not-for-Profit
Leadership
Member Recruitment
Member Retention
Member Services
Budget Allocation
Revenue Generation
Member Development
Educational Programming
Fund-Raising
Grant-Writing
Special Events Management
Public Relations
Member Communications

Resume

Robert S. Dawson, CAE
977 Marlboro Court
Lawrenceville, New Jersey 08648
(609) 555-1234 / email@email.com

Association Manager / Executive Director
Proven track record of advocacy and chapter development

Program Administration / Development Coordination
Member-driven organization management

Certified Association Executive (CAE) and Executive Director of not-for-profit association. Noted for leadership in member recruitment and retention, budget allocation, revenue generation, and program expansion.

Core Strengths

Financial/Budget Management
Legislative Advocacy
Public/Media Relations
Staff Development/Training

Member Development
Educational Programming
Fund-Raising/Grant Writing
Special Events Management

Professional Experience

HUNTERDON TEACHERS ASSOCIATION, Ewing, New Jersey 1998 to Current

Executive Director

Recruited to revitalize 2500-member professional association of teachers in Hunterdon County. Guide policy for Board of Directors, provide educational programming, legislative advocacy, and member communications. Manage \$800,000 annual budget along with \$500,000 in strategic funds and investments. Lead conference planning, community outreach, and fund-raising. Represent HTA at local, state, regional, and national events.

- Spearheaded goal-based strategic visioning and planning committee, which has implemented benchmarked objectives for member services.
- Increased membership by over 50% within two years, with record-breaking recruitment and renewal rates and targeted program expansion.
- Controlled costs and saved \$55,000 through in-depth insurance review.

Education

Rider University, Lawrenceville, New Jersey

Bachelor of Arts, Sociology and Business Administration—1992

- Certified Association Executive, Society of Association Executives
- Management Certificate, Zenger-Miller Leadership Program

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an experienced Association Executive, my proactive organization leadership has included key elements in the long-term success of a member-driven organization: viable organization mission and policy development coupled with tangible, high-benefit member services and revenue development activities. This combination drives member recruitment and retention, promotes positive public relations, and stimulates productive board relations. I would like to do the same for you.

AUDITOR

Resume

Hunt Wesley, CPA
3459 Summit Avenue
St. Paul, Minnesota 55102
(651) 555-9713 / email@email.com

Auditing Specialist
15-Year Career Ensuring Tight Financial Controls
Internal Revenue Service / Public Accounting / Corporate Accounting
Operational Audit and Corporate Development Expertise

Broad career path has enhanced auditing expertise from the perspectives of government regulatory and compliance auditor, public accounting auditor, and corporate controller. Stay proactive with audit techniques, accounting methods, and codes and regulations.

Core Strengths

Cost avoidance & reduction

Tax audits
Asset & liability management
Profit/loss (P&L) analysis

Financial audits

Audit controls
Financial models
Audit management

Professional Experience

INTERNAL REVENUE SERVICE, St. Paul, Minnesota 1995 to Current

Auditor

Planned and managed tax and financial audits for businesses throughout Minnesota, designing and implementing a comprehensive program of financial controls and accountability. Enforced internal controls governing finance, accounting, capital assets, and technology acquisitions. Introduced proactive management techniques to strengthen focus on cost avoidance and reduction. Led a team of 10 responsible for corporate tax filings in more than 600 local, state, and federal jurisdictions.

- Integrated audit controls that reversed the previous external audit review findings.
- Helped client reduce debt by 28% through improved credit and collection processes.
- Implemented financial controls reversing several companies' previous year's losses.
- Led operational audits of Salvation Army, ensuring federal/organization compliance.

Education

University of Minnesota, Minneapolis, Minnesota

Bachelor of Business Administration: Accounting, 1985

- C.P.A., State of Minnesota, since 1986
- Accounting Club Treasurer, 2 years

Keywords

Audit Management
Audit Controls
Asset & Liability Management
Tax Audits
Corporate Development
Public & Corporate Accounting
Cost Avoidance
Cost Reduction
Cost/Benefit Analysis
Due Diligence
Financial Audits
Financial Controls
Financial Models
Internal/External Controls
Internal/External Audit Reviews
Operational Audits
Internal Revenue Service
Profit/Loss (P&L) Analysis
Regulatory Compliance Auditing
Computer Savvy

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I offer exemplary performance within Internal Revenue Service, "Big 8" accounting firms, and corporate settings. I have a track record of directing financial and operational audit management programs of businesses worldwide. In doing so, I have established a structured process to expedite regulatory compliance auditing, reporting, and defense. One of my strengths is in implementing stringent audit controls to accommodate internal and external audit reviews. I can create sound financial status through internal and external controls focused on due diligence. Strong computer systems expertise also ensures my ability to distinguish between problems caused by systems errors or flawed input.

AUTOMOBILE PARTS MANAGER

Keywords

After-Market Products
Auto Parts Knowledge
Automotive Knowledge
Client Relations
Communications
Customer Service
Entrepreneurial Drive
Expense Control
Inventory Management
Leadership
Motivated
OEM Parts
Organizational Skills
P&L Responsibility
Retail Management
Sales Growth
Shipping/Receiving
Staff Development
Team Building
Warehouse Operations

Resume

Greg Fantin

66220 Magnolia Boulevard
Encino, California 91316
(818) 555-1111/ email@email.com

AUTOMOBILE PARTS MANAGER
Five Years' Automotive Industry Experience; Three Years as Manager

Strong Customer Service Orientation
Track Record of Sales Growth and Increased Staff Productivity

In-depth automotive and auto parts knowledge. Strong entrepreneurial drive with excellent communication, organizational, and problem-solving abilities. Proven ability to increase sales, reduce costs, and motivate teams to achieve high levels of productivity.

Core Strengths

OEM & After-Market Parts	Inventory Management
Client Relations	P&L Responsibility
Expense Control	Warehouse Operations
Shipping/Receiving	Staff Development
Team Building & Leadership	Organizational Skills

Professional Experience

AUTO UNIVERSE, Los Angeles, CA Encino, CA 1997–Present

Auto Parts Manager

Direct day-to-day operations of leading auto parts retailer with full P&L responsibility. Ensure high level of customer service/support.

- Increased sales by average of 15% annually through combination of excellent staff training and mentoring, improved merchandising efforts, and continued focus on customer service.
- Implemented inventory controls that streamlined product delivery while concurrently reducing theft and loss.
- Recruited, trained, and developed #1 team out of 25 stores in Western Region.
- Initiated mentoring program with local schools, culminating in recognition by local government officials for community support, and generating positive publicity for company.

Education

CALIFORNIA STATE UNIVERSITY, Los Angeles, CA
B.A. in Business Administration

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am familiar with all aspects of automotive parts operations, with five years direct experience including three years management level experience. You need strong customer service skills since this position deals with customers constantly, and I am very comfortable working with the public. I am also experienced at managing tight inventory controls that ensured timely delivery of products while reducing losses and theft. Finally, at Auto Universe, sales increase by about 15% annually through combination of excellent staff training and improved merchandising.

Team-Fly®

BANK BRANCH MANAGER

Resume

Jeff Kilpatrick
192-35 32nd Avenue
Flushing, NY 11358
(718) 555-1122 / email@email.com

Banking Branch Manager
Five Years' Profitable Branch Operations Experience
Deep Knowledge of Bank Products, Practices, and Procedures
Committed to Customer Service and Community Relations

High-energy professional with fast-track hands-on banking experience. Skilled in the strategic planning, sales building, and local brand building needed for a branch's visibility and viability in this competitive industry.

Core Strengths

Business Development	Cash Management
Action Plans/Sales Goals	Budgets/Staffing
Consumer Banking Programs	Relationship Management
Bank Compliance	Staff Coaching/Monitoring

Professional Experience

Astoria Federal Savings, Bayside, NY 1997 to Current

Branch Manager, Bayside and Flushing

Manage all banking activities and 20-member staff for two neighborhood branches of this leading New York Metro retail banking institution. Direct and train staff in deposit and loan production, merchant services, consumer credit and mortgage administration, Internet and ATM banking, and customer service strategies. Actively develop relationships with local businesses and community leaders.

- Generated 22% revenue increase by increasing customer retention.
- Managed turnkey opening and staffing of new Flushing branch.
- Initiated profitable "Neighborhood Days" branch promotions.
- Partnered with merchants to raise visibility through community events.

Education

Queens College, The City University of New York, Flushing, NY

Bachelor of Arts: Business Administration, 1997

- GPA 3.75
- Graduated with Honors

References Furnished Immediately upon Request

Keywords

Branch Operations
Bank Compliance
Cash Management
Business Development
Relationship Management
Customer Relations/Service
Branch Sales Action Plans
Sales Goals
Staff Coaching/Monitoring
Deposit/Loan Production
Alternative Systems
Internet Banking
ATM Banking
Merchant Services
Community Relations
Budgets
Staff Scheduling/Management
Consumer Credit/Mortgage Administration
Customer Service Strategies
Consumer Banking Programs

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an experienced branch manager who has fast-tracked from teller, to assistant manager, to branch manager within a few short years, I have a hands-on understanding of all facets of banking at the branch level. I've used that knowledge to develop innovative customer-driven programs that have delivered a 22% revenue increase this year, despite a lagging economy. Customer retention rates have grown by over 20% as well. Our customers and staff are happy, our operations are lean, and our margins reflect that.

BANK TELLER

Keywords

Banking
Safe Deposit
ATM Processing
Vault Operations
Bank Teller
Foreign Currency Exchange
Audit Examination
Transaction Approval
Processed Data Retrieval
Accountability of Transactions
Daily Settlement Sheet
Lockbox Processing
Funds Transfer Operations
Transaction Banking
Reconciliation Projects
Ancillary Sales Referrals
Reconnet Software
Loan Documentation
Back Operations Accounting
Branch Automation Banking

Resume

Patricia A. Evans
1234 Olde Post Road
Lovington, New Mexico 88260
(506) 555-1122 / email@email.com

BANK TELLER
Accuracy / Dependability / Efficiency

Bonded to handle large sums
Reconciliation Project Specialist / Back Operations Accounting

Highly qualified **Bank Teller** with extensive experience as a cash handler and customer service representative. Customer focused, goal oriented, with excellent verbal communication and interpersonal skills.

Core Strengths

Funds Transfer Operations	Reconciliation & Audits
Foreign Exchange Conversions	Reconnet Software Proficiency
Processed Data Retrieval	Ancillary Sales Referrals

Professional Experience

WELLS FARGO, Lovington, New Mexico 1996 to Current

Teller

Process customer transactions within established guidelines. Identify and make ancillary sales referrals, recommend alternate channels, cross-sell bank services and products for Wells Fargo partners, and render consistently superior customer service. Provide access to processed data retrieval for banking customers. Additional responsibilities include safe deposit, merchant, and vault operations, ATM processing, bond and coupon sale, foreign currency exchange, night shift lockbox processing, and funds transfer operations.

- Noticed for maintaining full accountability of transactions.
- Recognized for computing figures with speed and accuracy.
- Able to satisfy consistently stringent audit examinations.
- Awarded "Teller of the Year" for providing continuously superior customer service.

Education

City University of New York, New York, New York

Bachelor of Science / Accounting, 1993

- NSF Scholarship recipient
- Past President, City University Alumni Association

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With over five years of experience in transaction and branch automation banking, a degree in accounting, and a superior record for accuracy, I offer immediate value to your team. My biggest strengths are my mathematical ability, my enthusiasm, and my total dedication to quality and personal and professional growth. I will always do my best to provide your customers, my colleagues, and my supervisors with the level of performance they expect and deserve.

BENEFITS COORDINATOR

Resume

Wilma F. Sandstone
1972 North 82nd Street
Milwaukee, WI 53223
(414) 555-1122 / email@email.com

Benefits Coordinator
Expertise in health, dental, life, AD&D, LTD, STD, and pension plans
Certified Employee Benefits Specialist/Employee Education
Cost-effective approach to benefits administration

A cost-effective professional with expertise in administering health, dental, life, AD&D, LTD, STD, and pension plans. Skilled analyzing existing plans and examining new insurance plans that meet employee and corporate goals.

Core Strengths

Employee education and training	Benefits analysis and administration
Cost-effective plan selection	New plan rollout and integration
Insurance billing reconciliation	Knowledge of employment law
Employee satisfaction survey	Compliance with standards

Professional Experience

FRIENDSHIP VILLAGE, Milwaukee, Wisconsin 1990 to Present

Benefits Coordinator

Research, select, and administer insurance plans and employee benefit packages for approximately 400 employees, including health, dental, life, AD&D, LTD, STD, and pension plans. Coordinate employee surveys to assess satisfaction levels and needs. Conduct biweekly employee benefit orientations. Process family and medical leave paperwork. Reconcile insurance billings. Keep abreast of current employment laws.

- As a result of an employee survey, adopted new dental plan that improved employee satisfaction and increased enrollment.
- Analyzed/coordinated integration of benefits for pending acquisition and its 73 employees.
- Developed and administered successful on-site education program.

Education

WHARTON SCHOOL OF THE UNIVERSITY OF PENNSYLVANIA
(International Foundation of Benefits), Philadelphia, Pennsylvania
Certified Employee Benefits Specialist (CEBS), 1990

- Benefits Discussion Group, MRA Student Chapter

References Furnished Immediately upon Request

Keywords

Certified Employee
Benefits Specialist
Health, Dental, Life,
AD&D, LTD, STD
Administration
401K and Pension
Plan Administration
Family Medical Leave
Act
Employee Education
and Training
Benefits Integration
Insurance Plan
Research and
Selection
Benefits Assessment/
Analysis
Employee Satisfaction
Survey
Compliance
Employee Relations
Increased Enrollment
On-site Educational
Programs
Resolve Benefit
Issues
Liaison
Insurance Billing
Reconciliation
New Plan Rollout
Knowledge of
Employment Laws
Benefits Orientation
Documentation

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a Certified Employee Benefits Specialist with more than a decade of experience researching, selecting, and administering cost-effective health, dental, life, AD&D, LTD, STD, 401K, and pension plans, I am confident I can select and administer plans benefiting both employee and company goals. As a successful liaison and resource, I educate new and existing personnel in plan benefits, while ensuring satisfaction.

BOOKKEEPER

Keywords

Accounts Payable
Accounts Receivable
Accuracy
Analyze
Bank Deposits
Client Relations
Collections
Computer Skills
Expense Reports
Expense Tracking
General Ledger
General Office
Invoicing
Journal Entries
Month-End Closing
Multitasking
Payroll
Reconciliations
Research
Trial Balance

Resume

Trisha Thompson
5151 Valjean Avenue
Encino, California 91316
(818) 555-1122 / email@email.com

Full Charge Bookkeeper
15 Years' Experience in All Aspects of Bookkeeping through Trial Balance

Proactive in Streamlining Procedures / Adept at Multitasking
Excellent Computer Skills Including QuickBooks, ADP, and Peachtree

Detail-oriented professional committed to efficiency and thoroughness. Works well independently as well as collaboratively in a team environment. Proven ability to process high volume of work accurately and meet critical deadlines with attention to detail.

Core Strengths

Accounts Payable/Receivable
Trial Balance
Payroll
Collections

Journal Entries & General Ledger
Account & Bank Reconciliations
Expense Tracking & Reports
Client Relations

Professional Experience

STUDIO CITY BMW, Studio City, CA 1995 to Current

Full Charge Bookkeeper

Handle all bookkeeping functions for busy BMW dealership, including Accounts Receivable/Payable, Payroll Processing, and Invoicing. Accurately processed high volume of records in a fast-paced environment. Generate monthly trial balance. Reconcile bank statements and key accounts identifying, researching, and analyzing all variances. Process expense accounts and generate reimbursements. Tactfully follow up on and resolve overdue receivables and collections. Consistently meet critical deadlines. Provide additional general office support.

- Upon hire, organized six-month backlog of bookkeeping and accounting documentation.
- Collected on accounts that were seriously delinquent.
- Created standardized forms to process more expense accounts on timely basis.
- Transitioned bookkeeping and payroll processes to QuickBooks and ADP respectively in response to increasing work volume.

Education

Los Angeles Valley College, Valley Glen, CA
A.A. in General Education; 1994

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have a thorough knowledge of all aspects of bookkeeping through trial balance. I am experienced in accounts receivable, accounts payable, and payroll processing. You mentioned you have a fast-paced environment, and our current operation processes a high volume of records. I consistently meet critical deadlines. Technically, I reconcile monthly accounts and bank statements, accounting for all variances, manage the GL, and oversee all invoicing. I work well independently as well as collaboratively in a team environment.

BRAND MANAGER

Resume

Grace Matherly
927 The Maples
Pennington, NJ, 08534
(609) 555-1122 / email@email.com

Senior Brand Manager
Vice President of Pepperidge Farm Division, Campbell Soup Company
Fifteen Years' Experience in Product Development, Launch, and Marketing
Cradle-to-Grave Product Line Oversight

Inspire teams to achieve, create, and bring products to market, develop strategies to increase sales, develop systems to grow productivity, reengineer processes to reduce costs, and lead business to profitability.

Core Strengths

Cradle-to-Grave Product Life Cycle
Profit & Loss (P&L) Management
Product/Market Positioning
Product/Market Launch

Cross-Functional Team Management
Multigeneration Product Plans
Competitive Intelligence
Trend Identification/Analysis

Professional Experience

Campbell Soup Company, Camden, NJ 1992 to Current

VP Marketing, Pepperidge Farm / Senior Brand Manager

Spearheaded revitalization and new product development for one of Campbell's leading divisions, delivering five successful new products, creative pricing and service strategies, and innovative purchasing and cost-reduction initiatives. Manage full product life cycle, C-level relationship building, strategic distribution partnerships, and continuous market research for competitive advantage. Initiatives have produced over \$50 million in new sales in five years. Manage a multimillion-dollar P&L and a staff of 10 directs.

- Led Cookie/Cracker division to \$100 million in annual sales (+30%).
- Delivered top profit contribution of company's three divisions (+25%).
- Saved plant from closure by developing successful new snack product.
- New product has generated \$30 million in sales in first two years.

Education

The Wharton School, University of Pennsylvania, Philadelphia, PA
M.B.A.: Marketing, 1990

Temple University, Philadelphia, PA
Bachelor of Arts: Economics, 1985

References Furnished Immediately upon Request

Keywords

Brand Management
Advertising
Campaign Management
Multigeneration Product Plan
Marketing Communications
Cross-Functional Product Team
Trend Identification/Analysis
Competitive Advantage
Pricing Strategies
Service Strategies
Purchasing/Cost-Reduction Initiatives
Market Share
Relationship Building
Product/Market Launch
Product/Market Positioning
Competitive Intelligence
Market Research
Product Lifecycle Management
Cradle-to-Grave Product Life Cycle
Profit & Loss (P&L) Management

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With over 15 years' participation in the development, growth, or turnaround of leading brands, I offer you a proven history of innovative marketing initiatives. The skills and passion that I bring to brand management, business development, and campaign management translate directly to the bottom line. My leadership of cross-functional product teams has led major divisions in Kraft, Mars, and Campbell Soup to new highs in productivity, market share, and brand success. Your market domination is my goal.

BUILDING INSPECTOR

Keywords

General Building Inspector
International Conference of Building Officials (ICBO)
Certified Inspector
Field Inspections
Automated Permitting
Residential and Commercial Construction
Building Trade Construction
Building Inspections
Materials Standards
Inspection Ordinances
Code Compliance
Customer Service
Building Code Requirements
Material Assembly Practices
Code Enforcement
Team Building
Customer Relationship Management
Building Plans
Blueprints
Construction Laws

Resume

Theresa Mascagni
17 Mercer Street
Mt. Laurel, New Jersey 08054
(856) 555-4586 / email@email.com

General Building Inspector
International Conference of Building Officials (ICBO) Certified

Skilled Field Inspections / Automated Permitting
Residential and Commercial Construction

Certified Inspector (ICBO) experienced in building trade construction and building inspections, materials standards, inspection ordinances, and code compliance. Team player with exemplary customer service commitment.

Core Strengths

Building Code Requirements
Building Materials Standards
Material Assembly Practices
Team Building and Motivation

Automated Permitting/Inspections
Code and Ordinance Enforcement
State and Local Construction Laws
Customer Relationship Management

Professional Experience

TRENTON PUBLIC WORKS, Trenton, New Jersey 1985 to Current

General Building Inspector III

Perform skilled field inspections of residential and commercial buildings under construction or renovation. Review building plans and blueprints to determine compliance with codes, ordinances, and regulations. Committed to providing quality customer service, and ensuring structurally sound and safe buildings. Train, evaluate, and supervise team of six junior inspectors.

- Lead inspection team in producing up to 300 field inspections monthly, overseeing project coordination with other city and county departments.
- Captured high level of customer satisfaction (88% approval rating) by providing timely inspection work and responsive code enforcement.
- Introduced and maintain automated permitting and inspection software, increasing department efficiency by 147% and reducing labor costs.

Education

Burlington Community College, Pemberton, New Jersey

Associate of Science Degree, General Engineering—1984

- International Conference of Building Officials Certification—1985
- Member, Construction Technology Association of New Jersey

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With training in general engineering and 17 years' experience in skilled inspectional work, I have gained extensive knowledge in building inspections, as well as state and local code compliance issues. Moreover, I have been able to build cohesive inspection teams (with little employee turnover), generate cost-saving automated processes, and win the trust and approval of builders, contractors, and homeowners alike. I am ready for a new challenge—when can I begin?

CALL CENTER DIRECTOR

Resume

Patti Coury
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Call Center Director
Highly Accomplished and Globally Experienced
Network Administration / Operational Leadership
Expertise in Quality Improvement and Business Development

Goal-oriented, technically adept, and highly motivated call center manager with a proven track record in building, mentoring, and motivating highly effective teams and exceeding corporate sales goals.

Core Strengths

Contract Negotiations	Multisite Operation
Strategic Planning	Outsourcing
Cost Reduction	Vendor Negotiations
Supplier Management	Cost Analysis
Network Administration	Total Quality Management (TQM)

Professional Experience

TELECOM COMPANY 1987 to Current

Call Center Director

Recruited to turn around operations, reduce turnover, drive profits, and boost morale. Developed and implemented continuous process improvement approaches, integrated technology solutions, reengineered internal systems, and played a key role in business development. Led benchmarking project to achieve productivity improvement and increase customer retention on inbound calls; significantly improved customer relations and communications.

- Played a key role in supporting a key client's global market expansion.
- Championed Total Quality Management (TQM) programs.
- Spearheaded employee recognition programs, reducing turnover by 20%.
- Oversaw network administration and achieved cost reductions in hardware by assigning a technical equipment manager to manage accessories.

Education

ILLINOIS STATE COLLEGE, MORGAN, Illinois
Bachelor of Arts: Business Communications 1983

Keywords

Telecommunications
Customer Relations
Multisite Operations
Management
Quality
Improvement
Network
Administration
Call Center
Technology Solutions
Business
Development
Total Quality
Management
(TQM)
Advanced
Technology
Reengineering
Continuous Process
Improvement
Customer Service
Productivity
Improvement
Global Market
Expansion
Cost Reduction
Performance
Improvement
Low Employee
Turnover
Customer Retention
Efficiency
Improvement

Interview Q&A Using Keywords

Why Should Our Company Hire You?

I have a successful track record of managing call centers, both from a technology standpoint and personnel. I have improved failing call centers on two occasions in different industries, while increasing profits, boosting morale, and reducing employee turnover. The key factors in achieving these results have been my ability to analyze operations quickly and spearhead numerous programs, policies, and procedures to reengineer systems and achieve the corporate mission.

CAREER COUNSELOR/COACH

Keywords

Career Development
Job Search Coaching
Career Assessments
Career Decision Making
Group Facilitation
National Certified Career Counselor (NCCC)
Career Services
Career Planning
Business Networking
Job Development
Vocational Counseling
Multimedia Presentations
Portfolio Preparation
Career Counseling
Academic Counseling
Transfer Counseling
Intake Counseling
Needs Assessment
Career Research
Employment Preparation

Resume

Cathy Quigley
1040 Shaker Drive
Columbia, Maryland 21046
(410) 555-1245 / email@email.com

Career Counselor / Career Coach
Career Development and Job Search Coaching

Career Assessment Instruments / Career Decision Making
Individual and Group Facilitation

Confident, compassionate, licensed professional counselor and National Certified Career Counselor with 18 years of demonstrated career services effectiveness facilitating adult career transitions and job search skills.

Core Strengths

Career Development and Planning	Program/Workshop Design
Career Assessments and Interpretations	Group Facilitation/Training
Business Networking/Job Development	Multimedia Presentations
Vocational Counseling and Guidance	Portfolio Preparation

Professional Experience

KENT COMMUNITY COLLEGE, Columbia, Maryland, 1995 to Current

Senior Career Counselor

Provide career, job search, academic and transfer counseling to diverse student population. One of three career counselors for 1800-student campus. Administer career assessments, individual and group facilitation sessions, and career information workshops. Deliver intake counseling, needs assessment, career research and planning, employment preparation, resume writing, and mentoring programs. Supervise two career technicians.

- Expanded career services program to include Internet-based delivery, including on-line student support group and interactive career research.
- Achieved highest student satisfaction rating (96%) for department (as compared to other campus departments) for the last four years.
- Teamed cross-departmentally to deliver highly successful career fairs.

Education

The Johns Hopkins University, Baltimore, Maryland
Master of Science, Guidance and Counseling—1985

- National Certified Career Counselor (NCCC)
- Certified Career Management Coach (CCMC)

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a Myers-Briggs Type ENFJ, I bring a “big picture” perspective to the career development issues of students, as well as to department constraints. With that perspective, I have developed up-to-date delivery of career services utilizing Web-based tools that ensure quality, interactive information at low cost. As an “NF” I genuinely care about meeting each student’s career counseling needs. Finally, as a “J,” I get things done! Do you need an innovative, proactive career counselor?

CERTIFIED PUBLIC ACCOUNTANT

Resume

Emma Thompson, CPA
55 Amanda Avenue
Encino, California 91316
(818) 555-9875 / email@email.com

CPA—"Big 5" Experience
Expertise in Taxation / Forensic Accounting / Auditing / Financial Analysis
Cutting-Edge Technology Solutions / Hiring, Training, & Supervising

Senior-Level Accounting Professional with excellent qualifications in accounting, client relationships management, and financial/tax reporting. In-depth knowledge of generally accepted accounting principles as well as federal and state tax guidelines. Proven ability to work well under pressure with attention to detail and meeting critical deadlines. Highly developed skills in analyzing/interpreting/summarizing data, problem solving, building client rapport, and organizational management.

Core Strengths

Research & Analysis	Tax Planning
State & Federal Income Taxes	P&L Evaluation
Financial Reporting & Projections	Budget Development/Management
Compilation & Reviews	Business Development
Client Relations	Hiring, Training & Supervision

Professional Experience

JONES, STEIN & WILLIMS, CPAS, Beverly Hills, CA 1995–Present

CPA / Senior Accountant

Provide full range of accounting and tax services including audits, projections, compilations and review, and tax return preparation for corporations, partnerships, and individuals. Develop and manage client relationships across diverse industries including entertainment, real estate, construction, and nonprofits, as well as high net worth individuals. Research complex tax issues. Train and supervise junior staff members.

- Introduced technology solutions that standardized in-house tasks including audit working papers, financial reports, and tax returns. Reduced time required to complete audits and tax returns by 30%.
- Advised real estate holding company through various complex due diligence and financing procedures.
- Directed preacquisition audit of manufacturing operation considered for purchase by major client. Findings resulting in recommendation that purchase not be completed.
- Successfully negotiated IRS tax settlements on behalf of clients.

Education

UNIVERSITY OF CALIFORNIA, Los Angeles, CA; B.A. in Economics

Keywords

Auditing
Banking & Lines of Credit
Budgeting
Client Relationships
Compilation & Reviews
CPA
Financial Analysis
Financial Reporting
Financial Projections
Forensic Accounting
Generally Accepted Accounting Principles/GAAP
Hiring, Training, & Supervising
P&L Evaluation
Problem Solving
Research & Analysis
State & Federal Income Taxes
Tax Guidelines
Tax Planning
GAAP
Training & Supervision

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a senior-level accounting professional with "Big 6" experience. Above all else, I have an impeccable record of managing accounting practices consistent with GAAP and have never been involved with any improper practices. My references will echo that trait. I have an in-depth knowledge of federal and state tax codes and regulations and am skilled in all aspects of tax and financial planning and budgeting.

Keywords

Financial Strategies/
Analysis
Asset/Liability
Management
Strategic Planning
Profitability Modeling/
Forecasting
Profit & Loss (P&L)
Management/
Analysis
Financial Statement
Preparation
Regulatory Compliance
Capital/Operating
Budgets
Cross-Functional Team
Leadership
Financial Restructuring
Margin Improvement
M&A Due Diligence/
Management
Audit Management
Policy Development
Financial
Planning/Controls
Return-on-Assets (ROA)
Return-on-Equity (ROE)
Return-on-Investment
(ROI)
Corporate Tax
Planning/Oversight
Regulatory Affairs
Oversight/Compliance

Resume

Frank Thompson
62 Rancho Rio Boulevard
Northridge, CA 91326
(818) 555-1122 / email@email.com

Diversified Senior-Level Finance Specialist Special Expertise in MIS

Extensive Mergers and Acquisitions Experience Skilled in Financial Integration of IT and Business Process

Ten-year, cross-functional corporate and entrepreneurial finance experience. Core contributions to successful start-ups and established leaders. Expert in M&A due diligence and systems/culture integration.

Core Strengths

Financial Strategies/Analysis
Capital/Operating Budgets
Profit & Loss (P&L) Management
M&A Due Diligence/Management

Corporate Tax Planning/Oversight
Profitability Modeling and Forecasting
Financial Restructuring
Regulatory Affairs Oversight

Professional Experience

R&D Technology Associates, Los Angeles, CA

1999 to Current

Chief Finance Officer

Report directly to the CEO, maintaining full business operations authority and P&L responsibility for all financial strategic planning, asset/liability management, financial statement preparation, audit management, finance policy development, financial planning/control, and regulatory compliance. Cross-functional team leadership as member of core management team. Solid contributions in return-on-assets (ROA), return-on-equity (ROE), and return-on-investment (ROI). Structured accounting, administration, and MIS areas.

- Participated in five major corporate acquisitions and related integrations.
- Received *LA Biz Award* for creating employee-owned subsidiary.
- Negotiated joint venture with Malaysian firm to test/correct software.
- Took \$16 million contract to \$50 million, five-contract revenue stream.

Education

Boston College, Carroll Graduate School of Management, Chestnut Hill, MA

Master of Science: Finance, Highest Honors, 1997

Massachusetts Institute of Technology, Sloan School of Management, Cambridge, MA

Bachelor of Science: Management Science, concentration in Finance, 1995

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a skilled and accessible manager, I can run large organizations yet do a spreadsheet when needed, I can see “the big picture” yet reduce a complex problem to a simpler explanation, and I can manage the details of multimillion-dollar organization. My financial background is very sound, with an emphasis on audit management, policy controls, and when necessary, financial restructuring. Under my direction my current corporation manages the best ratio of SG&A expenses to revenues in our industry.

Team-Fly®

CHANGE/REENGINEERING CONSULTANT

Resume

Henry L. Crawford
27 Elm Circle
Miamisburg, Ohio 45347
(937) 555-1573 / email@email.com

Change/Reengineering Consultant
Experience Building Start-Up, Turnaround, & High-Growth Companies

Facilitate Corporate Cultural Change & Build Strategic Partnerships Skilled Relationship Manager / Customer-Driven Management Style

Entrepreneurial spirit and multiindustry experience. Facilitate business development and profit growth through emphasizing continuous process improvement and cost containment.

Core Strengths

Business Consulting	Contract Negotiations
Corporate Image	Sales Management
Problem Solving	Teaming & Leadership
Product & Service Pricing	Training & Development

Professional Experience

CRAWFORD & SEALS, INC., Miamisburg, Ohio

1985 to Current

Business Consultant

Successful leading start-up and underperforming organizations to industry leadership positions and profitability through analyzing operations, identifying problems, and restructuring processes. Expert in competitive market positioning and key customer relationship management. Deliver strong and sustainable financial gains in challenging markets through decisive leadership.

- Directed start-up of multimillion-dollar real estate investment firm.
- Managed chain of 400 health clubs from loss to \$5M annual profit.
- Streamlined manufacturing plant to cut costs \$500K per month.
- Negotiated merger between two major medical facilities.

Education

Wright State University, Dayton, Ohio

M.B.A., 1995

- B.S., Finance & Accounting, 1984
- Graduate GPA: 4.0

References Furnished Immediately upon Request

Keywords

Reengineering
Consultant
Strategic
Partnership
Competitive Market
Positioning
Cost Containment
Profit Growth
Relationship
Management
Cross-Cultural
Communication
Business
Development
Multiindustry
Experience
Customer-Driven
Management
Start-Up
Turnaround
Continuous Process
Improvement
Corporate Cultural
Change
Contract
Negotiations
Corporate Image
Sales Management
Business
Reengineering
Efficiency
Improvement
Problem Solving

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have cross-industry experience and significant achievements working with start-up, turnaround, and high-growth businesses. I have comprehensive management experience, and have been successful in restructuring sales, marketing, strategic and business planning, and information technology. I am a tough but fair negotiator who can create win/win outcomes. I am a skilled public speaker who is comfortable communicating cross-culturally and across management and functional lines.

CHEMIST

Keywords

Science
Organic
Research
Development
Composition
Structure
Elements
Synthetics/Polymer
Modeling
Simulation
Measure
Independent
Chemistry
Meticulous
Mathematics
Analytical
Corrosion
Reaction
Kinetics
Spectrographic

Resume

Mary Beth Brissette
2345 Spyglass Circle
Waterford, Michigan 00000
(208) 555-0000 / email@email.com

Chemist

Expertise in Chemical Corrosion Research

Strong science, inorganic, and organic chemistry background. Exceptional knowledge of chemistry specializing in research and development of polymer compounds and the effects of chemical corrosion on super alloy metals.

Core Strengths

Organic Chemistry
Proficient Computer Skills
Data Analyzation
Quality Control

Reaction Kinetics
Gibbs Energy of Formation
Spectrographic Analysis
Chemical Corrosion Research

Professional Experience

CHEMICAL MANUFACTURER, Cascade, Michigan

1997 to Current

Chemist

Prepare instructions for plant workers that specify ingredients, mixing times, and temperatures for each stage in the process. Monitor automated processes to ensure proper product yield, and test samples of raw materials or finished products to ensure that they meet industry and government standards. Report and document test results and analyze those results to improve existing theories or develop new test methods.

- Developed a new process to reduce costs in mixing chemical compounds resulting in a \$250,000 cost savings per year.
- Chairperson of a Regional Conference of Chemists and Material Scientists on Corrosion Research.

Education

Michigan State University, East Lansing, Michigan

Master of Science Degree in Chemistry 1997

- Contributor to the JANAF Thermochemical Tables
- Dean's List, Four Years

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am accurate, pay attention to detail, and have the ability to focus. I am curious and thrive on research and experiments. I rely on collaboration with other professionals and work well with or without supervision. I enjoy working with my hands building scientific apparatus, performing laboratory experiments, and computer modeling. I value the integrity of my work. I am a meticulous and organized record keeper. I have a well-established network of professional chemists with whom I collaborate regularly.

CITY MANAGER

Resume

Dana Urban
5555 72nd street
Omaha, Nebraska 68102
(402) 555-1122 / email@email.com

City Manager

Economic Development/Business Liaison
Member International City/County Management Association

Goal-oriented administrator with vision and skills to bring municipalities into the twenty-first century. Skilled in cost-saving strategies and planning that bring initiatives to life while maintaining the integrity of existing communities.

Core Strengths

Economic Development	Project Management
Regional Collaboration	Community Relations
Zoning Regulations	Contract Negotiations
Budget Administration	Strategic Planning

Professional Experience

City of Des Moines, Des Moines, Iowa 1995–present

City Manager

Prepared and administered \$120MM annual municipal budget. Attended Council meetings and implemented policy of elected officials. Managed Human Resources with final decision on hiring and firing key personnel. Developed positive relationships with local media, businesses and community. Negotiated contracts and reviewed proposals for development projects. Reported progress of City departments in reaching goals.

- Leveraged services through regional collaboration saving \$6.2MM annually
- Designed Youth Leadership Project under Iowa state renewable grant
- Coordinated five-year neighborhood revitalization project
- Des Moines named in 100 best places to live in America 1999

Education

Creighton University, Omaha, Nebraska
Bachelor of Arts/Political Science 1987
Master of Arts/ Urban/Suburban Administration 1992

Keywords

Planning
Zoning Regulations
Local Ordinances
Public Services
Economic Development
Annual Budget
Community Relations
Policy
Municipal Operations
Contracts
City Council
Media Relations
Human Resources
Project Management
Budget Administration
Infrastructure
Business Liaison
Neighborhood Revitalization
Statutes and Legislation
Regional Collaboration

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With my background in economic development, I am able to attract businesses appropriate to communities and consistent with their future plans. Coordinating infrastructure projects by leading a team of civil engineers and public works specialists has yielded positive results, meeting deadlines and exceeding expectations. I am able to design and implement program initiatives. I have extensive experience in regional collaborations that increase services while trimming the cost of delivery and maintaining quality.

CIVIL ENGINEER

Keywords

Industry Knowledge
Conceptual
Knowledge
Hands-on
Experience
Project Oriented
Scientific
Instrumentation
AutoCad
GenericCad
GPS/GIS
VISIO
Excel
Licensed
Professional Civil
Engineer
Self-Insured
Building
Construction
Results Oriented
Transit
Technical
Mathematics
Eaglepoint
SoftDesk
Design
Logic

Resume

Kendall Koplin

11027 Southeast 21 Boulevard
Anywhere, Idaho 00000
(208) 555-0000 / email@email.com

Civil Engineer

Accomplished Multilingual Engineer Successful Project Management and Supervisory Experience

Competent in building construction, local transit, pipelines, electric, gas, and sanitary services. Effective problem-solving and decision-making skills. Proficient in managing multiple projects. Fluent in English, Spanish, and Portuguese.

Core Strengths

Solid Management Capabilities
Team Player
Schematics
Design

Excellent Technology Skills
Project Oriented
Results Oriented
Quality Conscious

Professional Experience

L&A ENGINEERING, Idaho Falls, Idaho 1988 to Present

Civil Engineer

Oversee and conduct daily operations of a \$3.6M sewer renovation project. Plan and oversee a variety of field projects, including making recommendations for design of parking and maintenance facilities.

- Successfully completed a \$1.2M City Greenbelt renovation project, on time and within budget.
- Successfully completed a \$5.6M street and landscape redesign project saving the company \$51,000.
- Improved record-keeping database by redesigning input logic.

Education

Idaho State University, Pocatello, Idaho

Bachelor of Science Degree in Civil Engineering; 1988

- Dean's List, 4 Years.
- Junior and Senior Internship, L&A Engineering; only offered to top two students.

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I meet all qualifications outlined in the job posting including a Bachelor's degree. I have designed and managed several multimillion-dollar projects in the Boise area. I have the dedication it takes to visualize the project, start the project, and see it to completion. My proficient use of computer software makes me most productive, reducing any training time, and I can assist in training other coworkers. I have successfully coordinated a number of project professionals. I am available immediately and have directly related experience.

CIVIL SERVICE (POLICE OFFICER)

Resume

Michael Lendl
113 Bartlett Street
Lewiston, Maine 04240
(207) 555-7777 / email@email.com

Police Officer
Crime Scene Investigator

Crime Scene Lab Fingerprinting Specialist
Certified in the Use of Varied Surveillance Equipment

Law enforcement professional with active involvement in all areas of police work including numerous court appearances as a witness, volunteer participation in self-defense programs, and monitoring, reviewing, and making recommendations for lock-up and jail security procedures.

Core Strengths

Fingerprint Analysis
Crime Investigations
Interrogations

Undercover Operations
Surveillance
Witness Questioning

Professional Experience

Lewiston Police Department, Lewiston, Maine

1997–Present

Police Officer

Monitor a specified geographic area for unlawful or suspicious activities, and in some cases providing and dispatching assistance to those requiring medical assistance. Perform duties on a rotation basis while either walking a beat with a fellow officer, driving a cruiser, or operating a motorcycle. Specialized work involving crime scene investigations and undercover work is scheduled as needed.

- Recognized as the department's fingerprinting expert.
- Proficient at operating an intoxilyzer; train other officers.
- Volunteer, labor relations liaison assisting union steward.
- Member, Jail Security Committee.

Education

University of Maine (L/A Center), Lewiston, Maine

Bachelors Degree: Criminal Justice, 1996

- Attended, Waterville Police Academy, Waterville, Maine
- Graduated, Police Training Program, 1997

Keywords

Law Enforcement
Surveillance
Criminal Law
Investigations
Doppler Traffic
Radar
Intoxilyzer
Operation
Dispatching
Self-Defense
Traffic Control
Court System
Labor Relations
Jail Security
Management
Undercover
Witness
Suspect
Victim
Lineup
Finger Printing
Firearms

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a police academy graduate with specialized training in fingerprinting and analysis and crime scene investigations. With five years of experience as a police officer, I have had many opportunities to put to use much of my training and expertise on the job. Duties have also included walking a beat, driving a cruiser, and operating a motorcycle. Prior formal education in criminal justice has prepared me for management and/or supervisory roles, as I become eligible.

COLLEGE GRADUATE—ACCOUNTING

Keywords

Accounts Payable
Accounts Receivable
General Ledger
Account
Reconciliations
Expense Reports
Collections
Finance
GPA
Accounting
Major/Degree
Auditing
Cost Accounting
GAAP
Oral and Written
Communication
Skills
Payroll
Benefits
Financial functions
Microsoft Excel and
Word
Quicken,
QuickBooks,
Peachtree
Bookkeeping
Bachelor of Science
in Accounting

Resume

Susan Quinn
35 Memorial Boulevard
Newark, NJ 07104
(973) 555-1212 / email@email.com

Entry-Level Accountant
Record of cost reduction and collections improvement
Self-starter / Streamlining accounting processes
Leveraging technology to increase efficiency and accuracy

Motivated college graduate with a Bachelor of Science degree in Accounting. Strong academic performance. Four years of part-time experience performing basic bookkeeping/accounting functions.

Core Strengths

Organizational skills
Multitasking
Detail oriented
Numerically accurate

Computer proficient
Talented in basic accounting
Strong work ethic
Integrity

Education

University of Syracuse, Syracuse, NY
Bachelor of Science: Accounting, 2001
Minor: Computer Science
■ 3.7 GPA in Major

Professional Experience

REED ANIMAL HOSPITAL, Newark, NJ Part-time 1999–Present

Administrative Assistant, Reception, Bookkeeping

Handle all front-desk duties at a busy small-animal practice. Schedule appointments, take orders for medicines, field questions, and solve problems. Bookkeeping/accounting activities include maintaining computerized records using Quicken, and reconciling accounts.

- Created an Excel spreadsheet to track past-due invoices
- Decreased aging reports and increased monies collected by over 40%
- Saved \$2000 annually by negotiating a bulk-buying agreement
- Helped automate AP and AR
- Streamlined staff payroll operations by creating an electronic form

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a new Accounting graduate, I stand out in two ways. First, I offer a record of improving accounting processes in a small office. Second, I know how to use software applications to improve the speed and accuracy of accounting operations. My organizational, communication, and problem-solving skills are equally strong. I am able to benefit a company significantly by accurately performing basic accounting functions as well as introducing efficiencies that reduce costs.

COLLEGE GRADUATE—COMMUNICATIONS

Resume

Glenna Hazen
1167 Frederick Valley Pike
Huber Heights, Ohio 45428
(937) 555-7377 / email@email.com

College Graduate—Communications
Seeking Entry-Level Position in Communications

**Multimedia Training: Advertising Communications, Broadcast & Electronic Media,
Trade Show Presentations, & Public Relations**

Strong combination of classroom training and hands-on experience. Enthusiastic and energetic top performer graduating in top five percent of class. Internships completed with major advertising agencies and corporations.

Core Strengths

Planning & Organization
Creative Problem Solving
Multitasking
Team Leadership

Self-Motivated
Attention to Detail
Computer Proficiency
Concept Development

Professional Experience

FLYNN-BRODERICK, INC., Cincinnati, Ohio

1995 to Current

Intern

Assisted with campaign planning and management. Conducted market research, wrote direct mail letters and press releases, and designed electronic media (home page). Produced corporate identity through creating letterhead and logo. Contracted for creative services. Helped develop publications, i.e., newsletters and training manuals. Planned and managed conferences and special events; coordinated complex logistics.

- Expanded AIDS Awareness effort to community outreach programs.
- Secured corporate sponsorship for Communications College scholarship.
- Spearheaded fund raising campaign that produced \$10K for food pantry.
- Led grassroots campaign that defeated proposed teen center closing.

Education

Wright State University, Dayton, Ohio

Bachelor of Science, Organizational Communication, 2002

- GPA: 3.65
- President of Spanish Club; Member of Campus Actors Guild

References Furnished Immediately upon Request

Keywords

Advertising
Communications
Broadcast Media
Campaign
Management
Conference Planning
Event Management
Logistics
Corporate Identity
Direct mail
Campaign
Market Research
Multimedia
Advertising
Press Release
Public Relations
Publications
Grassroots
Campaign
Fund-Raising
Community
Outreach
Corporate
Sponsorship
Trade Shows
Electronic Media
Creative Services

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

While attending college, I held part-time and summer jobs for companies that ranged from Web-based businesses to the performing arts, advertising communications, and radio. This, together with internships my junior and senior years, gave me hands-on experience in multimedia, public relations, and creative services. This combination of broad-based experience and formal education will help me quickly come up to speed in your company, and enable me to make valuable contributions from day one.

COLLEGE GRADUATE—CONSTRUCTION

Keywords

Real-World Experience
B.S., Construction Management
Time and Cost Parameters
Building Construction and Code Compliance
Commercial and Residential Construction
Planned Use Development (PUD)
Project Scheduling through Completion
Engineering and Construction Technology
Construction Quality Control Management
Specifications and Contracts
Soils and Foundations
Cost Estimating and Competitive Bidding
Construction Safety
Mechanics of Engineering and Materials
Crew and Subcontractor Supervision
Surveying
Concrete and Steel Design
Articulate Communications
Land Development
Labor Productivity

Resume

Jason Pertowski
8215 Harriet Avenue South
Minneapolis, Minnesota 55406
(651) 555-3409 / email@email.com

Construction Manager

B.S., Construction Management / 10 Years' Experience
Talented Builder of Physical Facilities Beneficial to Society
Eclectic Talents Blend Technology, Techniques, and Communications

Experience in the planning, development, and management of construction operations, with a record of consistent achievement in improving quality, accountability, and efficiency. Proficient at managing simultaneous projects to meet costs/deadlines successfully.

Core Strengths

Supervision and labor productivity
Land development and surveying
Competitive estimating and bidding
Specifications and contracts

Planned Use Development (PUD)
Mechanics and materials
Building construction and codes
Safety and quality control

Professional Experience

JP BARTLETT COMPANIES, Minneapolis, Minnesota

1995 to Current

Construction Manager

Supervise and coordinate construction management contract services for Rivertown, a 450,000-square-foot facility. Direct monthly safety meetings. Coordinate layout and design, communicate with engineers and key personnel. Perform on-site inspection during all phases of construction projects, including commercial, single and multifamily, water towers, plants and wastewater treatment facilities, barracks, fire stations, and other facilities. Interpret specifications, review bids, and prepare concise activity reports. Manage budget process and financial expenditures.

- Implemented program for in-house precast concrete that reduced materials costs by 24%
- Member of senior management team leading Minneapolis's first PUD projects
- Directed construction affairs for the mall renovation, a five-year, \$2.8 billion project
- Coordinated \$25 million in mixed-use property development project, as part of revitalization

Education

North Dakota State University, Fargo, North Dakota

Bachelor of Science: Construction Management, May 2002

- Peer Assistant, Construction Management Mentoring Program, 2001–2002
- Home Builders Care Foundation Scholarship Recipient, 2002

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Success in construction management prompted me to enhance my real-world experience with a related B.S. degree. I have supervised 2 to 100-person crews—staff and subcontractors, with high productivity, through all phases of projects. Both professors and supervisors have commended my ability to come in or ahead of time with deadlines, within or below costs. “Ground-up” work with a major contractor and developer has exposed me to commercial and residential construction. My concentrated studies in land development and soils/foundations help me balance environmental and economic issues. I have significant cost estimating and competitive bidding experience on concrete and steel design structures. My scope of abilities ranges from technical specifications and contracts, to articulate communications at all levels.

COLLEGE GRAD—M.B.A.

Resume

Hanna Thomas
212-37 Corporal Kennedy Street
Bayside, NY 11360
(718) 555-1122 / email@email.com

Experienced Finance and Marketing Professional
Recent M.B.A. Recipient—Columbia University

Three Years' Background with Ernst & Young
Committed to Achieving and Supporting Corporate Objectives

Contribute to cross-functional success by facilitating communication across individual account teams; supporting the sales process; interfacing with partners, clients, and support staff; and crafting value propositions.

Core Strengths

Marketing/Positioning Strategies
Marketing Communications
Speed-to-Market Support
Relationship Management

Niche Marketing
Strategic Analysis
Event Planning
Presentation Abilities

Professional Experience

Ernst & Young, LLP, New York, NY 1997 to Current

MarCom Specialist, Marketing Support

Work closely with sales and marketing executives in support of E&Y partners in the Metro New York Tax Practice. Using experience and education in finance and marketing, provide a wide array of marketing communications including pursuit packs, collateral pieces, and newsletters. Using technology abilities, produce multimedia presentations/communications. Handle public relations initiatives and seminar creation.

- Produced unplanned, speed-to-market seminar for managing partner.
- Created Practice's first standardized, area-specific collateral pieces.
- Suggested and supported development of Practice's first intranet site.
- Contributed ideas and content for Tax Practice's yearly marketing plan.

Education

Columbia University, New York, NY

M.B.A.: Finance, 2002

Fordham University, New York, NY

Bachelor of Arts: Business, 1999

References Furnished Immediately upon Request

Keywords

M.B.A.
High GPA
Presentation Abilities
Positioning Strategies
Finance
Strategic Analysis
Marketing Communications
Public Relations
Event Planning
Sales Support
Partner Support
Marketing Strategy
Technology Abilities
Multimedia Communications
Sales and Marketing
Speed-to-Market Support
Seminar Creation
Relationship Management
Cross-Functional Teaming
Collateral Material Production

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a recent MBA recipient with three years' background in finance, marketing, and sales support with Ernst & Young, I offer hands-on experience in an array of business functions in several industries, including health care, retail, and hospitality. E&Y is a great training ground and I have learned much in my time there, fast tracking from entry-level support positions to managing team leader. It has been my practice to learn everything possible in every department, and I have done so while completing a rigorous MBA program at Columbia.

COLLEGE GRADUATE—MECHANICAL ENGINEER

Keywords

BSME
Analytical
Detail-Oriented
AutoCAD
Numerical aptitude
Engineering
Mechanical Engineering
Design
Mathematics
Internship
Documentation
Team Player
Parts Design/Repair/Replacement
Project Development Life Cycle
Spreadsheets—Excel, Lotus 1-2-3
Project Costing
Project Planning
Quality Assurance
Mechanically Adept
Detailed Drawings

Resume

Louise B. Brown

22 Acton Road
Acton, MA 02478
(978) 555-1212 / email@email.com

Mechanical Engineer—College Graduate
Combining sound academic training with hands-on experience
Mechanically Adept / Making Solid Project Contributions
Team Player / AutoCAD Proficient

Technically-skilled, highly motivated BSME with hands-on mechanical engineering experience. Intensive co-op experience assisting with the development of an alternative energy project.

Core Strengths

Math and technical skills	Organizational skills
Design and documentation skills	Detail-oriented
Communication skills	Parts repair/replacement
Working knowledge of welding	AutoCAD layouts

Education

Northeastern University, Boston, Massachusetts

Bachelor of Science: Mechanical Engineering 2001

- 3.4 GPA
- Proficient in AutoCAD, Excel, and Lotus 1-2-3

Professional Experience

MILLDAM HYDRO, Gardner, MA

Part-time 2001–2002

Co-op Position

Performed duties in support of day-to-day operations at a low-head hydropower generating station. Developed Excel spreadsheets and entered line-items to assist with project costing. Evaluated engineering problems and made recommendations. Developed AutoCAD layouts. Responded to FERC (Federal Energy Regulatory Commission) correspondence. Specified materials. Performed cost estimating and price comparisons.

- Performed preventative maintenance on parts of hydraulic turbines
- Helped design an eel-way to maintain the Fish and Wildlife license
- Saved \$2000 by negotiating more advantageous sheet metal contracts
- Contributed to executing endangered mussels recovery program

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My co-op placement gave me an opportunity to participate in the design, development, and implementation of several engineering projects. On the job, I supported the Mechanical Engineer at various stages of the project life cycle. I identified opportunities to reduce costs, recommended engineering solutions, and solved project problems. My AutoCAD skills are excellent. In the role of entry-level mechanical engineer, I am ready to “hit the ground running” and make valuable project contributions to a company.

Team-Fly®

COLLEGE GRADUATE—SALES

Resume

John Justin
10231 Linden Lane
Los Angeles, California 90049
(310) 555-1111/ email@email.com

RECENT COLLEGE GRADUATE WITH B.A. IN ENGLISH **Track Record of Professional Accomplishments in Retail Sales**

Excels in Customer Service
Tenacious / Motivated / High Energy

Hard working and highly motivated with a strong work ethic. Consistently goes beyond the requirements of the job to achieve company goals. Learns quickly, enjoys challenges and works well independently as well as collaboratively in a team setting. Track record of accomplishments in retail sales positions.

Core Strengths

Organizational Abilities
Client Relations
Time Management
Problem Solving
Relationship Building
Computer Skills

Team Building & Leadership
Oral & Written Communications
Presentations
Sales Experience
Presentation Delivery
Report Preparation

Education

University of California at Los Angeles; 2002
B.A. in English

Professional Experience

FASHION WORLD, Los Angeles, CA

1997–Present

Part-Time and Seasonal Positions

Assistant Manager (2000–Present)

Sales Associate (1997–2000)

Promoted to Assistant Manager of \$2.5 million location of national retailer. Oversee smooth functioning of day-to-day operations, consistently meeting or exceeding sales goals while maintaining stable payroll expense. Ensure high level of customer satisfaction. Hire, train, schedule, and motivate team of 15–20 sales associates.

- Increased sales in men's department by more than 50%.
- Developed reputation for skilled merchandising.
- Implemented weekly coaching meetings that enhanced staff morale, fostered team building, and reduced absenteeism.

Keywords

College Graduate
GPA
Computer Skills
Major: Marketing
Prospecting
Account
Relationship
Leadership
Motivation
Organizational
Skills
Presentations
Problem Solving
Professional Image
Relationship
Building
Report Preparation
Sales Experience
Team Building
Time Management
Well Organized
Work Ethic
Work Experience

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a recent college graduate with previous part-time and seasonal experience in a retail sales environment. My achievements in school represent a strong work ethic and sense of responsibility, having graduated with a 3.4 GPA while working all four years at UCLA. I achieved top store sales on several occasions and was promoted to Assistant Manager.

COMMERCIAL OR CORPORATE PILOT

Keywords

Aircrew Training
Pilot
Charter Flight
Aviation
Air Traffic Control
Altitude
Airport
Commercial Flight
Corporate Travel
Close Coordination
with Maintenance
and Operations
Cost Control
Crew Coordination
Customer Focus
Flexible Training
Managing Complex
In-Flight
Emergencies
Mentoring Crew
Members
Safety-First
Orientation
Simulator
Instruction
Upgrading Skills

Resume

Charles R. Miller
1400 West Street
Montgomery, Alabama 36100
(334) 555-1212 / email@email.com

Corporate or Commercial Pilot
7500 PIC, accident- and incident-free flying hours
Crew Coordination & Mission Planning Skills
Expert Ambassador

A team-oriented, safety-driven pilot who can balance operational needs with reliable, quality flight operations. Regularly tested on my ability to upgrade across types quickly and capably.

Core Strengths

Flexible mission planning	Natural instructor skills
Solid FAR knowledge	Confidence-inspiring appearance
Crew coordination skills	Managing multiple emergencies

Professional Experience and Qualifications

Commercial Pilot, Multi Engine, Land, Instrument
FAA Class I Medical Certification, No restrictions, July 2003
Total time: 10,500 PIC 7500 Instrument 8600 Multi-engine 7500 IP 4000

Blue Sky Airlines 2000 to Current

First Officer promoted to Captain

Responsible for safe flight operations of B727-200 series passenger service. Insure full compliance with corporate and flying safety regulations. Project a positive image to our passengers. Subject to no-notice, in-flight evaluations.

- Selected as simulator instructor over three more experienced captains
- Met or exceeded Federal on-time departure standards every quarter for the last eight quarters

Education

Auburn University, Auburn, Alabama
Bachelor of Business Administration, 1985

References Furnished Immediately Upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I bring a combination of flying skills and business acumen that can serve all your customers—internal and external—very well. I know that our company will be judged by how smoothly, efficiently, and safely a flight proceeds under my command. I can bring that same dedication to every crewmember because I enjoy mentoring aviation professionals. Finally, you might consider the cost savings I can offer you as a simulator instructor.

CONSTRUCTION FOREMAN

Resume

Joseph A. Smith
121 Carpenter Way
Mequon, Wisconsin 53092
(262) 555-1186 / email@email.com

Construction Foreman
Proven track record of meeting time, labor, and project goals
Project/Job site management
Estimating time, labor, materials/Cost containment

Results-oriented, quality-focused Construction Foreman with a consistent track record of meeting project timelines and budgetary constraints. Skilled managing general contractor/subcontractor crews and other trades.

Core Strengths

Project management	Team leadership
Rough/finish carpentry	Plumbing, HVAC, electrical
Vendor sourcing	Time, labor, materials estimating
Code compliance	Quality commitment

Professional Experience

RITZY BUILDERS, Pewaukee, Wisconsin 1995 to Present

Construction Foreman

Interact with general and subcontractors, architects, crews, and other trades to coordinate projects on site from blueprints to completion, while meeting time, labor, material estimates, and project specifications. Source and negotiate terms with suppliers, ensuring materials meet quality specifications and delivery timelines.

- Built eight 320,000-square-foot, \$10 million supermalls.
- Restored \$1.2 million Victorian mansion to its original specifications.
- Instituted use of proprietary construction management system to produce estimates, take-offs, and bids.

Education

Milwaukee Area Technical College

Carpentry Diploma, 1992

- Member of the National Vocational Honor Society
- Recipient of Scholastic Achievement Award

References Furnished Immediately upon Request

Keywords

Project Management
Job Site
Crew/Skilled Trades
Cost Estimating
Time, Labor,
Materials
Residential/
Commercial
Rough/Finish
Carpentry
Plumbing, HVAC,
Electrical
Interior/Exterior
Painting
Architect
General Contractor
Subcontractors
Takeoffs, Bids
Building Codes
Compliance
Team Leadership
Remodeling/Build-
Outs
Restoration
Renovation
New Construction

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a results-oriented Construction Foreman, I am consistently on time and under budget with my projects, whether our company is serving as the general contractor or the subcontractor. I have experience with commercial and residential properties including new construction, remodeling, and renovation. Projects range from \$100,000 to more than \$10 million. My team leadership skills also enable me to coordinate the efforts of multiple trades including plumbing, HVAC, electrical, painting, and rough/finish carpentry.

CONTRACTS SPECIALIST

Keywords

Signature Authority
Documentation
Purchase Agreements
Letters of Intent
Promissory Notes
Finance Terms
Reimbursements
Inquiries
Negotiation of Terms
Deliverables
Breach of Contract
Milestones
Lease Agreements
Contractual Deadlines
Export Regulations
Proposal Submissions
Contract Language
Creditworthiness
Credit Authorizations
Purchase Orders

Resume

David Robinson
3 Bradford Drive
Bristol, CT 06010
(860) 555-1212 / email@email.com

Contracts Specialist

Four years of progressive responsibilities facilitating contractual sales

Full accountability negotiating and overseeing the contracts process with our customers. Excellent skills in expediting the entire purchasing process from inquiry to delivery.

Areas of Expertise

Contract Language	Reimbursements
Letters of Intent	Credit Authority
Purchase Agreements	Promissory Notes
Documentation	Export Regulations

Professional Experience

RAYTHEON COMPANY, El Segundo, CA 1997 to Present
Contracts Specialist (1999–Present)
Contracts Associate (1997–1999)

Submit proposals and negotiate sales terms with purchasers of Raytheon goods. Validate the creditworthiness of international companies by verifying commercial credit authorizations. Monitor the progress of contracts tracking purchase orders, deliverables, and milestones. Hold signature authority up to \$3M.

- Successfully negotiated lease agreements with favorable finance terms.
- Resolved technical and logistical matters in advance of contractual deadlines, avoiding a potential breach of contract on the company's largest sale in history.
- Considered the company expert on export regulations.

Education

University of California, Sacramento
Bachelor of Science, Business Administration, 1997

- Summa Cum Laude graduate
- Honors Program

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I believe that what I do has a substantial impact on the bottom line of my organization, and I take that responsibility very seriously. You mentioned you are looking for a self-starter, and I am pleased to be able to say that since I became a contracts specialist, my management has commented on my ability to handle the job more effectively than my predecessors. In particular, my ability to evaluate creditworthiness, knowledge of contract language, and commitment to making sure contractual deadlines are met, are what sets me apart.

CONTROLLER

Resume

Michael A. Schenker
722 Woodbridge Road
Williamsville, New York 14221
(716) 555-1029 / email@email.com

Controller
Private Sector and Public Accounting
Profit Oriented / Cost Conscious with Successful
Record as Change Agent, Introducing New
Technologies and Progressive Business Models

Senior executive with complete financial management of all accounting and finance activities. Researched and designed comprehensible road map for lucrative acquisitions and mergers.

Core Strengths

Profit Forecasting	Cash Flow Analysis
Contingency Planning	Feasibility Study
Debt Consolidation	Systems Integration

Professional Experience

OPEN ROAD, INC., Lackawanna, New York 1993 to Present

Controller / Director of Finance

Provide fiscal leadership for manufacturer of automotive aftermarket products with \$26.7 million in annual sales. Protect business and financial assets through internal controls, independent audits, and aggressive insurance management. Prepare annual budgets and strategic plans.

- Negotiated insurance settlement that realized \$220,000 in incremental loss recovery.
- Facilitated acquisition of four small companies, consolidating production lines and warehouse space with significant expense reduction.
- Reduced audited adjustments from 40 to 4 by standardizing accounting practices.
- Saved over \$600,000 in property and sales tax reduction and discovered \$98,000 in double-paid charges on utility taxes.

Education

Canisius College, Buffalo, New York
Master of Business Administration, 1987
Certified Public Accountant—New York

References Furnished Immediately upon Request

Keywords

Financial
Leadership/
Management
Audit Adjustments
and Internal
Controls
Asset Protection
Report Creation
Tax Reduction
Budgeting and
Strategic Planning
Loss Recovery
Cost Containment/
Expense Reduction
Change Agent
Systems Integration
Profit Forecasting
Business Acquisition
Feasibility Study
Cash Flow Analysis
Fiscal Integrity
Public and Private
Sector Accounting
Debt Consolidation
Asset and Liability
Management
Contingency
Planning
Insurance and Risk
Management

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

You mentioned how important growth through acquisition was to your future, and I have facilitated the acquisition and integration of four small companies, consolidating production lines and warehouse space with significant expense reduction. Recently I negotiated an insurance settlement that realized \$220,000 in incremental loss recovery. We have reduced audited adjustments from 40 to 4 by standardizing accounting practices. My team also saved over \$600,000 in property and sales tax reduction and discovered \$98,000 in double-paid charges on utility taxes.

CORPORATE ATTORNEY

Keywords

Corporate Law
In-House Counsel
Corporate Policy
Manuals
Mergers and
Acquisitions
(M & A)
Joint Ventures
Venture Capital
Start-Up Operations
Regulatory
Compliance
Employment Law
Employee Benefit
Plans
Business Contracts
Contract
Negotiations
Trade Regulations
Advertising and
Promotional Law
Food and Drug Law
Product Liability
Vendor Agreements
Customer Service
Agreements
Trademark Rights
Juris Doctor (J.D.)

Resume

Alfred Jones
9893 Valleyview Road
San Diego, California 92109
(619) 555-3589 / email@email.com

Corporate Attorney
In-House Counsel for Fortune 500 Companies
Mergers and Acquisitions / Joint Ventures
Regulatory Compliance Specialist

Dedicated legal professional with 15+ years of broad-based experience in multimillion-dollar corporate environments. Verifiable track record of effectively advising senior management on trade regulations and implications of their business decisions.

Core Strengths

Advertising Law
Contract Negotiations
Trademark Rights
Vendor Agreements

Food and Drug Law
Product Liability
Employee Benefit Plans
Corporate Policy Manuals

Professional Experience

JUMPSTART, INC., San Diego, California 1995 to Present

Assistant to General Counsel

Primary duties include reviewing, negotiating, and drafting business contracts. Also write all customer service agreements. Advise company management on matters of trade regulations, advertising and promotional law, employment law, food and drug law, product liability, and other areas of legal compliance. Assist with joint venture and M & A initiatives. Regularly consulted on matters of corporate policy planning.

- Completely rewrote firm's corporate policy manual.
- Selected to spearhead multimillion-dollar venture capital negotiations.
- Oversaw legal aspects of new start-up operations for Eastern Seaboard.

Education

Marquette University Law School, Milwaukee, Wisconsin

Juris Doctor, 1983

- Graduated Cum Laude
- Internship, Wisconsin Supreme Court

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As in-house counsel to several large corporations, I have excelled in the corporate law setting. I have a demonstrated record of successfully advising senior management of three Fortune 500 companies on aspects of employment law, food and drug law, and advertising law, and have prevented millions of dollars in unnecessary direct and indirect costs related to product liability. Additionally, I am particularly skilled at ensuring regulatory compliance when pursuing joint venture and merger opportunities.

CORPORATE RECRUITER

Resume

Christine Pantoya
173 Sheridan Avenue
Buffalo, New York 14216
(716) 555-1714 / email@email.com

Corporate Recruiter
Seven Years' Experience Aggressively Solving Staffing Needs
Campus Visits / Job Fair Participation
Internet Recruitment / Internship Program

Dynamic human resource professional with solid track record of finding qualified and talented technical and business personnel.

Core Strengths

Job Task Analysis	Capability Assessment
Offer Negotiation	Applicant Tracking
Succession Planning	Candidate Screening

Professional Experience

HELPER METALS, INC., Depew, New York 1992 to Present

Technical/Executive Recruiter

Oversee the full range of corporate recruitment, with emphasis on IT and management personnel. Anticipate staffing needs and forge strategic alliances with traditional and nontraditional candidate sources, including employment agencies and professional affiliations. Utilize contract and temporary personnel to eliminate overtime costs. Oversee diversity management program to insure affirmative action/EEO compliance.

- Significantly reduced turnover rate by careful and thorough reference checking.
- Designed Access database of technical and business candidates with keywords matched to companywide job descriptions.

Education

Millard Fillmore College, Buffalo, New York
Certificate in Personnel Administration, 1996

Erie Community College, Williamsville, New York
Associate in Applied Science: Business Studies, 1992

- Concentration in Human Resources

References Furnished Immediately upon Request

Keywords

Candidate Screening
Standardized
Interview Forms
Job Descriptions
Diversity
Management
Turnover Reduction
Campus Visits
Internship Program
Job Fair
Participation
Human Resources
Job Task Analysis
Capability
Assessment
Offer Negotiation
Applicant Tracking
Keyword Matching
Affirmative
Action/EEO
Internet
Recruitment
Corporate Recruiter
Labor Cost
Reduction
Contract and
Temporary
Staffing
Succession Planning

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With training and development costs as high as they are, hiring and retaining the best employees is one of the most critical business practices. Our employee churn is the lowest these two years it has ever been. We streamlined recruiting process by 28% through standardized client interview forms and designed an Access database of technical and business candidates with keywords matched to companywide job descriptions. To cut fixed costs, I also utilized contract and temporary personnel to eliminate overtime costs.

COSMETOLOGIST

Keywords

Consultations
Day Spa
Scrubs
Peels
Skin Care
Makeovers
Deep Pore Cleansing
Regimens
Dermatological
Knowledge
Hydration
Cosmetics
Up-Selling
Facials
Color Analysis
Moisturizers
Glycolic Compounds
Client Following
Micronized Zinc
Oxide
Scar Minimization
Reflexology

Resume

Carolyn Celly
45 Smith and Hale Drive
Huntington, New York 11743
(631) 555-1212 / email@email.com

Licensed Cosmetologist

Excellent business and sales skills
Strong client following

Intuitive and creative cosmetologist and skin care therapist skilled in working with women of all ages. Regional reputation for expertise with facial scar minimization.

Expertise

Consultations
Skin Care Regimens
Scar Minimization
Facials

Makeovers
Color Analysis
Moisturizers
Skin Hydration

Professional Experience

The Day Spa of Long Island, Huntington, New York

1998 to Present

Cosmetologist

Conduct consultations and provide advice on make-up application and skin care regimens in this upscale day spa. Utilize extensive dermatological knowledge to select and sell the best products to clients. Provide customized makeovers incorporating color analysis. Cross-sell other spa services.

- Increased cosmetology sales by 200% from 1998 to present.
- Cultivated relationships with local dermatologists who now refer several individuals a month for scar minimization makeovers.
- Added new services to the spa including glycolic peels, reflexology, deep pore cleansing, and scrubs.
- Developed a micronized zinc oxide sunscreen that was patented and is sold exclusively through the spa.

Education/Licensure

Rollers Institute Cosmetology School, New York, New York
400 hours of clinical work

The Dermal Institute, New York, New York

Certified Reflexologist

Licensed Cosmetologist; Licensed in Skin Care Therapy

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Besides having excellent cosmetology skills and the ability to make women feel their best, I am also quite good at selling. After having had a makeover with me, it is not uncommon for a woman to leave the spa with \$100 worth of glycolic compounds, cosmetics, and moisturizers in addition to two future appointments for facials and reflexology sessions. It is this ability to cross-sell and up-sell that distinguishes me from other cosmetologists.

CREATIVE DESIGNER

Resume

Dan Schickman
67 Sacred Woods Lane
Holly Grove, California 94078
(818) 555-1122 / email@email.com

Creative Designer / Project Manager / Consultant
Specializing in Visual Communication and Virtual Reality Design
Advertising / Marketing / Corporate Identity / High-Impact Design
Media Placement / Branding and Positioning

A creative professional with 20 years of experience as a writer, designer, producer, project manager, and creative director in all media. Recognized for improving consumer perception and global market position.

Core Strengths

Digital Publishing Technology
Research & Copyrighting
Marketing Consultant
Identity Development

Creative Direction
Production Coordination
Multimedia Interactivity
Collateral Design

Professional Experience

TOP INTERNET STRATEGIES CO., Fresno, CA

1998 to Current

Creative Director

Oversee the creative end of all projects. Manage and direct teams to develop solutions using technology with a user-centered approach to interface design and content, creating meaningful connections between people, ideas, art, and technology. Provide direction to designers and production staff; liaise with sales and clients on presentations that bring technology and art together.

- Reorganized in-house advertising agency to achieve 15% savings on ad costs.
- Upgraded and managed all advertising, promotion, packaging, and cooperative programs.
- Increased sales by 200%, reduced costs by 40%.

Education

The Cooper Union for the Advancement of Science and Art, NYC
Bachelor of Fine Arts / Design and Marketing, 1983–1987

- Visual Interface Design, MIT, Boston, MA 1998
- Specialized Technology, Art Institute of PA, Philadelphia, PA 1991

References Furnished Immediately upon Request

Keywords

Design Methodology
Informatics
Virtual Reality Design
Graphical User Interface
Creative Systems Development
Project Management
Visual Communication
Collateral Design
Media Placement
Logo Identity
Branding & Positioning
Identity Development
Image
Consumer Perception
Corporate Identity
Multimedia Interactivity
Interactive Functionality
High-Impact Design
Emerging Media Technology
Digital Publishing

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My personal capabilities cover all areas relating to the development of successful twenty-first century businesses, and differentiate my value from other advertising, creative, marketing, financial, and business consultants. A specialist using emerging media technology, I will bring synergy, harmony, and interactive functionality to projects companywide that will increase productivity, improve communications, and significantly increase the organization's profitability.

CRUISE DIRECTOR

Keywords

Themed Activities
Special events
Planning
Excursions
Entertainment
Travel
Event Coordination
Hospitality
Event Planning
Passengers
Budgeting
Big Three Cruise
Lines
Safety
Emergency
Preparedness
Master of
Ceremonies
Ports-of-Call
Itineraries
Cruise
Evening Shows
Public Speaking
Foreign Languages

Resume

Gracie Holmes
2354 Mystic Street, #2
Palo Alto, California 94303
(415) 555-6859 / email@email.com

Cruise Director

Offering a combination of
hospitality, event planning, and staff management experience

Five years in increasingly responsible positions with a “big three” cruise line. Extensive ship experience spanning 75 different world itineraries and 95 ports-of-call.

Core Strengths

Special events planning	Emergency preparedness
Excursions	Budgeting
Themed activities	Life enhancement programs
Public speaking	Training and supervision

Professional Experience

P & O PRINCESS CRUISES, London, England 1996 to Present
Cruise Director (2001–Present)
Assistant Cruise Director (1997–2000)
Cruise Associate (1996–1997)

Develop and coordinate daily activities and entertainment planning for all passengers. Orchestrate safety and emergency preparedness drills for passengers and staff, ensuring procedures are carried out to exact specifications. Utilize public speaking skills while serving as Master of Ceremonies at evening shows. Hire, train, and supervise a staff of five associates.

- In 1999, conceptualized, initiated, and brought to fruition “life enhancement programming.” Life enhancement programming focuses on activities with a learning component such as onboard dance and cooking classes. This initiative was so well received it has become a standard offering on Princess cruises and has also been copied by other cruise lines.

Education

Cal State University, Sacramento, California
Bachelor of Arts, Foreign Languages, 1995

References Available upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a cruise director, I believe my role is to see that each and every passenger onboard our vessel has a pleasurable and memorable experience. To accomplish that requires a great deal of expertise, since there is so much happening on any given sailing. To be a great cruise director means, for example, that you have to know how to put on great entertainment, create themed activities, and above all, be the quintessential host or hostess. I am that person.

Team-Flj®

CUSTOMER SERVICE REPRESENTATIVE

Resume

Carol Pappas
10025 Victory Boulevard
Van Nuys, California 91405
(818) 555-4444 / email@email.com

Customer Service Representative

**Highly Reliable Self-Starter with Excellent Phone Skills
Computer Literate... Well Organized... Attention to Detail**

Five years' experience in customer service including order entry, client relations, and general office support. Professional in work habits and appearance. Reliable with a verifiable record of punctuality and low absenteeism.

Core Strengths

Client Relations
Detail Oriented
General Office
Problem Solving

Communication Skills
Organizational Abilities
Computer Literate
Word Processing

Professional Experience

ORION INSURANCE SERVICE, Hollywood, CA

1999 to Present

Customer Service Representative

Provide customer service to insurance policy holders on phone and in person. Document conversations using Microsoft Word; maintain accurate and detailed files. Research and resolve various problems involving billing, benefits, and reimbursement issues. Assist in general office procedures as requested.

- Received numerous awards for Top Customer Service Representative.
- Reorganized filing system enabling staff to more easily retrieve information.
- Recognized by management for positive attitude and willingness to go beyond the requirements of the job.

TRIAD DISTRIBUTING, Canoga Park, CA 1997 to 1999

Customer Service / Order Entry Representative

Handled busy inbound phone inquiries regarding products sold via infomercials. Processed high volume of orders.

Education

North Hollywood High School, North Hollywood, CA
Graduated in 1999

References Furnished Immediately upon Request

Keywords

Analyze
Client Relations
Communication Skills
Computer Literate
Customer Relations
Detail Oriented
Filing
Call Center
Independence
Multitasking
Order Desk
Organizational Skills
Phone Skills
Problem Solving
Research
Self-Starter
Word Processing

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have excellent telephone skills with all kinds of customers and like interacting with customers both in person and in a call-center environment. I have strong general office abilities including filing, organizing and word processing. You will need a self-starter that works well independently and is able to understand effectively and resolve customer problems.

DATA WAREHOUSE DEVELOPER

Keywords

E-Commerce
ERP Models
Move from Logical to
Physical Models
Data Warehouse
Processing,
Performance, and
Management
Identify, Document, and
Design Interfaces
OLAP/ETL
MIS, IT
Logical and Physical
Hardware/Software
Topology
Identify Gaps and Risks
“Single Source of Truth”
Architecture Criteria
SAP Business
Warehouse, SQL, and
Oracle Databases
BAPI/DCOM/ABAP/VB
Development and
Implementation
Web Management
B2B
B2C
CRM
Project Management
Internet
Source Systems
Limitations and Batch
Processing Windows
End-User Data Access
Performance
Expectations

Resume

Chip N. Glass

9871 North 81st Street
Wauwatosa, Wisconsin 53213
(414) 555-2447 / email@email.com

Data Warehouse Developer

Big-picture strategist with the ability to analyze business and technical requirements at any level

SAP Business Warehouse, SQL, and Oracle databases

Big-picture strategist with the ability to analyze business and technical requirements at any level, to develop B2B and B2C data warehouses via SAP, SQL, and Oracle.

Core Strengths

Project management	Logical to physical modeling
Gap/risk identification	SAP Business Warehouse
“Single source of truth” architecture	BAPI/DCOM/ABAP/VB
SQL and Oracle databases	Hardware/software topology

Professional Experience

DATA STORAGE INC., Milwaukee, Wisconsin 1998 to Present

Data Warehouse Developer

Interact with management teams to analyze business and technical requirements for creating “single source of truth” architecture used in data warehouse. Develop and implement BAPI/DCOM/ABAP/VB. Identify, document, and design interfaces with existing systems. Design standard and Web-based management reporting capabilities. Document information management processes, resources, and tools.

- Designed and developed data warehouse (SAP Business Warehouse) to identify “single source of truth” architecture for retailer that specified consumer trends for marketing purposes. Included OLAP strategies and components.

Education

Marquette University, Milwaukee, Wisconsin

Bachelor of Science, Electrical Engineering, 1998

- GPA: 3.75
- Member of Tau Beta Pi Engineering Honor Society

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a big picture strategist with the ability to analyze business and technical requirements at any level, I am confident I can develop a data warehouse that will aid your company in analyzing B2B and B2C information. My technical skills include: SAP Business Warehouse, SQL, and Oracle databases, and BAPI/DCOM/ABAP/VB development and implementation, and creating “single source of truth” architecture for retail environments.

DENTAL ASSISTANT

Resume

Claire James
2 Michelle Avenue
Kenmore, New York 14217
(716) 555-8342 / email@email.com

Dental Assistant
Extensive Background in Oral Surgery and Restorative Care
Chair-Side Assistance for Busy Dental Practice
Orthodontic and Periodontal Experience

Patient-focused dental professional with superior skills in providing pre- and post-operative care to adults and children. Earned patients' trust and confidence and contributed to expanding practice.

Core Strengths

Preventive Care	Sealant Application
Emergency Treatment	Patient Education
Insurance Processing	Community Outreach
Teeth Whitening	Infection Control

Professional Experience

AMHERST DENTAL GROUP, Amherst, New York

1989 to Current

Dental Assistant

Provide surgical and general dentistry assistance for 3 dentists in a busy general practice handling over 3000 patients of all ages. Take, develop, and interpret diagnostic x-rays and perform oral examinations. Take casts and impressions for prosthetics and restorations.

- Assist in oral surgery, periodontal surgery, advanced clinical surgery, and extractions.
- Insure safe and sanitary conditions through autoclave, ultrasound, and dry heat instrument sterilization.
- Utilize Easy-Dental Network for accurate and timely health record management.
- Present wellness lectures to area schools to promote oral hygiene and plaque control.

Education

Monroe Community College, Rochester, New York

Certificate in Dental Assisting, 1989

- Seligman Scholarship
- Dean's List

References Furnished Immediately upon Request

Keywords

Dental Assistant
Oral Examination
Patient Education
Pre- and Post-Operative Care
Appointment Scheduling
Instrument Sterilization
Diagnostic X-Rays
Emergency Treatment
Health Record Management
Insurance Processing
Casts and Impressions
Oral Hygiene and Plaque Control
Teeth Whitening
Easy-Dental Network
Infection Control
Preventive Care
Sealant Application
Oral Surgery and Extractions
Prosthetics and Restorations
Orthodontics/Periodontics

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My experience is in assisting oral surgery, periodontal surgery, advanced clinical surgery, and extractions. I utilize the Easy-Dental Network for accurate and timely health record management. Of course, good medical practices are important to you, and I insure safe and sanitary conditions through autoclave, ultrasound, and dry heat instrument sterilization. I have also presented wellness lectures to area schools to promote oral hygiene and plaque control. Technically, I can take, develop, and interpret diagnostic x-rays and perform oral examinations.

DESIGN ENGINEER

Keywords

Onboard Electrical Modules
Wireless Interfaces
Analog
Digital
Cellular
802.11
IT Infrastructures
Architecture Standards
Hardware
Analytical
Computer-Aided Data Gathering
Team Player
Engineering
Complex Telematics
Service Plans
Organized
Self-Directed
Evaluate
Resolve
Coordinate

Resume

Michael Smith
6234 La Costa Lane
Anywhere, Idaho 00000
(208) 555-0000 / email@email.com

Design Engineer
10 Years of Demanding Engineering Testing and Development Experience
Demonstrated Creativity, Perception, and Independent Judgment

Expert in all aspects of experimental test techniques, including analytical, physical, and subjective evaluation of components under investigation. High level of competence in computer-aided data gathering systems.

Core Strengths

Methodical	Investigative
Rational	Creative
Analytical	Onboard Vehicle Electrical Modules
Wireless Air Interfaces	Exceptional IT Knowledge

Professional Experience

GENERAL CAR COMPANY, Clarkston, Michigan 1991 to Present

Senior Design Engineer—OnTwinkle Development

Direct the activities of a medium-sized group of engineers in defining, executing, and analyzing the highest level of experimental test scenarios and programs. Contribute to the continual improvement of product and component designs through extensive understanding of program objectives.

- Developed and implemented a GCC enterprisewide telematics strategy that replaced out-dated systems.
- Improved component design in the OnTwinkle technology.
- Participated in national development of technology road maps and business models for global telematics initiatives.

Education

University of Michigan, Ann Arbor, Michigan
Master of Science Degree in Engineering; 1991

- Engineering Student of the Year, 1999
- Contributor, Student Engineering Newsletter

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have a thorough understanding of relationship design, build, and test cycles. I have the ability to manage, plan, and evaluate the work of others in team situations. I am highly analytical and have demonstrated technical and professional skills. I keep abreast of current product development and trends. While working for General in Detroit, I was the lead corporate representative working with communications vendors to design our new WAN technology. I have excellent knowledge of onboard vehicle electrical modules, wireless air interfaces, and working knowledge of IT infrastructures.

DIRECTOR OF MANUFACTURING

Resume

Darren C. Stevenson
1632 Tuxedo Drive
Springboro, Ohio 45458
(513) 555-0501 / email@email.com

Director of Manufacturing
Recognized Expert in Efficiency & Productivity Improvement

Multisite Operations / Just-in-Time Inventory Control
Lean Manufacturing / Continuous Improvement

Direct staff and operations of union and nonunion World-Class Manufacturing facilities. Astute management of operating budgets, emphasizing outsourcing, to achieve maximum profit & loss performance

Core Strengths

Facilities Consolidation
Cost Reductions
Automated Manufacturing
Union Negotiations

Technology Integration
Total Quality Management
ISO Certification
Training & Leadership

Professional Experience

DELPHI AUTOMOTIVE, Dayton, Ohio 1993 to Current

Director of Manufacturing

Manage multiple sites and shifts for fully automated manufacturing of shoe and brake lines for General Motors vehicles. Member of executive team guiding development and monitoring of strategic, financial, and operational plans. Introduced lean manufacturing, value-added processes, and other cost-reduction measures projected to raise plant's profitability to \$10M in 2002. Increased efficiency through establishing Quality Circles.

- Increased production output to 5K pieces per line.
- Led completion of company's largest capital project.
- Restructured scheduling processes to cut production lead time 28%.
- Met \$50K added labor cost without exceeding operating budget.

Education

The Ohio State University, Columbus, Ohio
Master of Science, Industrial Engineering, 1990

- Bachelor of Science, General Engineering
- Graduate GPA: 3.8; Undergraduate GPA: 3.6

References Furnished Immediately upon Request

Keywords

Facilities
Consolidation
Technology
Integration
Cost Reductions
Production Output
Value-Added
Processes
Production Lead
Time
Profit & Loss
Multisite Operations
Capital Project
Automated
Manufacturing
Continuous
Improvement
Operation Budget
Outsourcing
Efficiency
Improvement
Productivity
Improvement
Quality Circles
Just-in-Time
Inventory Control
Union Negotiations
World-Class
Manufacturing

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I can help your company evolve to World-Class Manufacturing status through strengthening key areas such as automated manufacturing, inventory control, technology integration, facilities consolidation, and profit & loss performance. I have been successful in union and nonunion companies, am an expert in facilitating efficiency and productivity improvements, and am top-notch in contract negotiations. Other professional strengths that can add value to your operations are staff training and relationship management.

DIRECTOR OF MARKETING (ADVERTISING/MARKETING/PR)

Keywords

Brand Management
Product Launch
B2B and B2C
Public Speaking/
Presentations
Product
Development
Special Events
Planning
Strategic Marketing
Campaigns
Market and Product
Research
Collateral Material
Support
Focus Groups
Promotional
Programs
Corporate Identity/
Logo Development
Direct Mail and
Database
Marketing
Co-Op Campaign
Development
Creative Concepts
Signage/Package/
Support Material
Design
Budgeting/ Cost
Reduction
Client & Vendor
Relations
Marketing Strategy
& Communications

Resume

Patrick Dudash
5463 Dovelet Lane
Powell, Ohio 43065
(614) 885-1122 / email@email.com

Director of Marketing
Driving Sales and Developing Markets within Competitive Venues
Marketing Strategy Communications
Market & Product Research • Co-Op Campaign Development

Highly motivated marketing executive with nine years' experience building market presence and driving revenue growth within competitive product settings. Recognized as skilled public speaker and presenter.

Core Strengths

Brand Management
Product Launch
B2B and B2C
Product Development

Corporate Logo & Identity
Promotional Programs & Campaigns
Budgeting/Cost Reduction
Client & Vendor Relations

Professional Experience

Sol Rise Consultants, Brooksville, Minnesota 1993 to Current

Director of Marketing

Direct all strategic initiatives toward increasing company visibility as top provider of marketing services. Charged with planning and implementing special events, conceiving and designing creative marketing concepts, and guiding concept toward actuality. Provide design direction for signage, packaging and collateral materials. Demonstrate expertise in direct mail and database marketing; develop strategic marketing plans used on focus groups.

- Maintained 100% customer retention rate by creating customer focused initiatives.
- Generated unprecedented \$5 million dollars during employment period.
- Developed innovative Web/printed material marketing plans.
- Honored with coveted "Sol Rise Ace Performance" award for three consecutive years.

Education

Miami University, Miami, Ohio

Bachelor of Arts: Business/Marketing, 1987

National Honors Society
Sigma Phi Epsilon Fraternity

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

In our industry, competition is fierce! My extensive background in marketing strategy and communications, market/product research, and my ability to increase corporate identity through creative concepts will bring significant contributions to your company. I am also well-balanced between developing long-term strategies and shorter-term tactics that are easily tracked for effectiveness. I offer the ability to work effectively under extremely stressful environments. Whether coordinating special events for clients or building relationships with vendors, my professionalism and performance remain consistent and uncompromised.

DIRECTOR OF OPERATIONS

Resume

Elliot (E. J.) Darrow
3 Windmill Drive
Oyster Bay, New York 11771
(516) 555-4689 / email@email.com

Director of Operations

Ten years' experience in
Cross-Functional General Management and Administration

Versatile business professional adept at running a nonprofit operation. Proven talent in trimming budgets through better fiscal management. Facility in establishing excellent relationships with community representatives and outside vendors.

Core Strengths

Strategic Business Planning	Information Systems
Treasury Functions	Purchasing
Human Resource Management	Facilities Management
Policies and Procedures	Operational Efficiencies

Professional Experience

VILLAGE OF OYSTER BAY, Oyster Bay, New York 1992 to Present

Director of Operations

Oversee all facets of town government in support of service delivery for the 5000 residents and 100 business owners within this community. Manage a \$2M general budget with allocations for special projects. Cultivate public and private partnerships to maximize village's ability to provide services in a cost-effective manner. Work closely with Board of Trustees on matters affecting capital expenditures and financial management. Supervise a staff of 12 civil service employees.

- Instrumental in saving the village \$300,000 in waste removal fees through the adoption of a more stringent bid review process for carting companies.
- In collaboration with town attorney, successfully handled several legal challenges to the village's policies on zoning regulations.

Education

Brooklyn College, Brooklyn, New York
Bachelor of Arts, Economics, 1992

Excellent References on Request

Keywords

Information Systems
Financial
Management
Human Resource
Management
Administration
Capital
Expenditures
Bid Reviews
Policies and
Procedures
Board of Trustees
Facilities
Management
Operational
Efficiencies
Service Delivery
Civil Service
Legal Challenges
Treasury Functions
Cross-Functional
General
Management
Purchasing
Strategic Business
Planning
Cost-Effective
Public and Private
Partnerships
Budget

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Without wishing to appear immodest, I am proud to be able to say that in my present position as director of operations, I have turned around a village government that was headed for fiscal disaster. By implementing a traditional business model to this nonprofit arena, I was able to pull in the reins on spending, reduce waste, and perhaps most importantly institute a policy of accountability. Our operation is now a model for other local municipalities.

DIRECTOR OF PURCHASING

Keywords

Contract Negotiations
Competitive Bidding
Acquisition Management
Contract Administration
Fixed-Price Contracts
Materials Replenishment Ordering
Contract Change Orders
RFP
Contract Terms/Conditions
International Purchasing
JIT Purchasing Current
Negotiation
Outsourcing
Price Negotiations
Procurement
Proposal Review
Cost Analysis
Purchasing
Proposal Review
Supplier Management

Resume

John H. McKinley
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Director of Purchasing / Sr. Buyer
12-Year Successful Track Record of International Procurement Services

Price Negotiations / Contract Administration / Procurement
Expertise in High-Level Contract Negotiations

Results-oriented, visionary purchasing/management professional with extensive experience in MRO Purchasing, international procurement, cost analysis, and contract conditions/terms negotiations.

Core Strengths

Contract Negotiations
Strategic Planning
Cost Reduction
Cost Analysis
JIT Purchasing

Multisite Operation
Outsourcing
Vendor Negotiations
Supplier Management
Materials Replenishment Ordering (MRO)

Professional Experience

XYZ COMPANY

1995 to Present

Purchasing Manager

Supervise, train, and mentor a staff of eight purchasing analysts in all aspects of international corporate procurement operations for a multisite company. Direct contract negotiations for all vendor services and oversee cost analysis functions. Oversee supplier management, ensure the procurement of quality materials / supplies, and secure extended terms on select items. Train and direct new purchasing agents. Direct outsourcing activities.

- Negotiated key vendor contracts, resulting in a \$500,000 annual savings.
- Implemented cost analysis policies, saving \$2200 in internal annual costs.
- Pioneered JIT Purchasing for national and international purchasing.
- Created and integrated a successful supplier management model.

Education

UNIVERSITY OF ILLINOIS, Collinsville, Illinois

Bachelor of Arts: Business Management/Accounting 1987

Interview Q&A Using Keywords

Why Should Our Company Hire You?

I have a proven track record of streamlining purchasing procedures for both domestic and international procurement, resulting in a significant annual cost savings. I have managed the RFP process without outside consultant support in most cases, and have implemented a wide range of effective purchasing operational procedures and programs including JIT Purchasing functions, competitive bidding, and fixed-price contracts.

EDITOR

Resume

Madison K. Nelson
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Professional Editor
Extensive Track Record of Successful Editorial Management
Media Relations / Corporate Communications / Public Relations
Multimedia and Electronic Advertising Expertise

Highly accomplished, detail-oriented, and personable editorial professional skilled in marketing communication, direct mail campaign, and electronic advertising strategies to support the corporate vision.

Core Strengths

Advertising Communications
Strategic Planning
Publications Editing
Creative Services
Multimedia Advertising

Media Relations
Electronic Advertising
Customer Communications
Strategic Positioning

Professional Experience

STRATFORD COMPANY

1997 to Current

Editorial Manager

Direct all aspects of corporate editing operations in collaborating with the marketing/public relations staff. Oversee a wide range of editing functions for multimedia advertising and supervise/train a staff of seven editors and three proofreading assistants. Ensure solid corporate, VIP, client, and management communications to reach corporate goals and deliver 100% customer satisfaction. Serve as the central point of contact in resolving editing issues.

- Negotiated effective third-party creative services contracts for graphics.
- Implemented policies to improve marketing/media relations.
- Spearheaded procedures for accurate editing of multimedia materials.
- Increased management/department communications.

Education

UNIVERSITY OF IOWA, Statesville, Iowa

Bachelor of Arts: Corporate Communications 1985

Keywords

Advertising
Communications
Corporate
Communications
Electronic Media
Corporate Vision
Creative Services
Customer
Communications
Direct Mail
Campaign
Electronic
Advertising
Management
Communications
Marketing
Communications
Public Relations
Media Relations
Multimedia
Advertising
Publications Editing
Publicity
Strategic
Communications
VIP Relations
Strategic Planning
Tactical Campaign
Strategic Positioning

Interview Q&A Using Keywords

Why Should Our Company Hire You?

I have a wide range of experience in not only editing, but also media relations and marketing communications. This allows me to communicate valuable input throughout the various stages of media development. I have worked on many different kinds of work, including consumer products' marketing campaigns, fiction, and nonfiction business writing.

ELECTRICAL ENGINEER

Keywords

Components
Design
Research
Test Procedures
Controls
Protocols
Manufacturing
Production
Equipment
Troubleshooting
Analog Circuits
Microprocessor
Prototypes
AutoCAD 14
Cost Estimates
Installations
ISO 9000
Layout
Power supply
Wire Harness
20. Calibration

Resume

Mark Watt
6542 Main Street
Middlefield, CT 06455
(860) 555-1122 / email@email.com

Electrical Engineer
Manufacturing and Defense Industries

High Security Clearance
Patent Holder

Electrical Engineer with background in design and testing. Experienced in manufacturing including military specifications. Able to build prototypes and develop protocols and procedures. Skilled in software applications.

Core Strengths

Design
Protocols
Cost Estimates
Research

Test Procedures
AutoCAD 14
Installations
Prototypes

Professional Experience

Sikorsky, Stratford, Connecticut

1995 to Present

Electrical Engineer

Designed electrical system for production equipment including controls, layout and components using AutoCAD 14. Developed test protocols and procedures for installations. Provided technical support, troubleshooting, and calibration for maintenance. Performed research on proposed projects creating prototypes and supplying cost estimates. Evaluated existing power supply and recommended upgrades as required.

- Patent holder for design of new wire harness in CNC machine
- Documented and wrote procedures as part of ISO 9000 team
- Assisted in design of avionics components using analog circuits
- Produced technical manual for testing protocols, reducing test time 35%

Education

University of Connecticut, Storrs, Connecticut

Bachelor of Science/Electrical Engineering 1993

- Research fellow Rensselaer Polytechnic Institute 1993–1994
- 4.0 Grade Point Average

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have knowledge of the latest technology as well as solid skills in design and applications of electrical theory. I am able to coordinate machine and equipment installations, providing troubleshooting and other technical assistance. My strengths are in research and testing, developing protocols and procedures that streamline the process and accelerate product release while cutting production time and costs.

Team-Fly®

ELEMENTARY TEACHER

Resume

Deborah Davis
Route 117, Avenue B
Princeville, Illinois 61111
(309) 123-4567 / email@email.com

Elementary Teacher

Four years' experience working with children of various academic & socioeconomic levels

Intensive Phonics / Manipulatives / Literature-Based Reading
Internet & Computer-Learning Games

Resourceful and energetic teacher with a history of developing creative, hands-on activities and lessons to encourage a love of learning in students. Incorporate singing, dancing, puppets, learning centers, computer learning games, and cooperative learning groups within an inclusive classroom, and develop multiple themes across the curriculum. Commended for implementing effective discipline and class management techniques. Approach is student oriented and performance based.

Core Strengths

Student Advocate
Creative Learning Centers
Literature Based Reading
Assertive Discipline

After-School Tutoring
Fostering Student Self-Esteem
Positive Reinforcement
The Use of Brain-Compatible Techniques

Professional Experience

GARDNER SCHOOL, Princeton, Illinois

8/97 to Present

Fourth Grade Teacher

Design and teach units in spelling, cursive, math, social studies, science, and language arts, incorporating character and ethics across the curriculum in a cooperative learning environment. Implement extensive role playing, conflict resolution, Internet research, and hands-on/interactive learning projects. Collaborate with another teacher to develop stations among two rooms for various units.

- For a thematic unit on Native Americans: taught students Native American dances, demonstrated aerodynamics through the flight of an arrow for math and science, and read a short novel on Native Americans.
- Had students create a "Bill of Rights" in cooperative learning groups for social studies.
- Had students select a famous American, conduct research, write and memorize reports, and give presentations to invited guests, including community representatives, political figures, school board officials, and parents.
- Completed training and implemented "Success for All," a guided reading program to target students at all learning levels.

Education

NORTHERN ILLINOIS UNIVERSITY, DeKalb, Illinois
Bachelor of Science in Education, 5/97

Keywords

Education
Elementary Teaching
Student Advocate
Team Teaching
Self-Esteem
Manipulatives
Intensive Phonics
Literature-Based Reading
Internet /Computer Learning Games
Cooperative Learning
Hands-on Learning
Developing Themes across the Curriculum
Curriculum Development
Brain-Compatible Techniques
Performance Based
Positive Reinforcement
Assertive Discipline
Inclusive Classroom
Self-Contained Classroom
Tutoring
Learning Centers

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I'm a great believer in hands-on learning. I've developed a number of creative learning centers with themes ranging from dinosaurs and Native American to music, art, math, reading, and dance. In addition, I use positive reinforcement to foster self-esteem in children at all academic levels, and my approach is student oriented and performance based. Continuing education is also important to me. I've attended a number of seminars to stay up-to-date on various teaching strategies, including cooperative learning, assertive discipline, and the use of brain-compatible techniques.

ENVIRONMENTAL ENGINEER

Keywords

Asbestos Abatement
Bids and Negotiations
Cap & Cell Construction
Computer-Aided Drawing
Drilled Shaft Foundation
Environmental Solutions
Feasibility Studies
Ground-Up Facade Inspection
Land Surveys & Mapping
Local Law 11 Inspection
Specialized Equipment
Petroleum Cleanup
Project Management
Proposal Development
Quality Control
Regulatory Compliance
Risk Assessment
Soil Classification
Vendor Selection
Waste Management

Resume

Brian M. Keith
12 Pine Aire Drive
Deer Park, New York 11729
(631) 555-2099 / email@email.com

Environmental Engineer
25 years of experience in environmental construction management
Geotechnical, Foundation, Cap & Cell Construction
Local Law 11 Inspection

Broadly experienced environmental engineer with a background providing project management and compliance support on a permanent/contract basis for major industrial, commercial, and governmental clients.

Core Strengths

Project Management	Land Surveys & Mapping
Feasibility Studies	Soil Classification
Drilled Shaft Foundation	Ground-Up Facade Inspection
Proposal Development	Bids and Negotiations

Professional Experience

Enviro-Services, Inc., New York, New York 1984 to Current

Environmental Engineer

Provide first and third-party services to ensure the environmental integrity of construction sites in the areas of earthwork, electrical, concrete, drainage systems, geosynthetic material installation, petroleum cleanup, asbestos abatement, waste management, inspections, contractor relations, vendor selection, cost control, crew supervision, proposal review, regulatory compliance, and agency reporting.

- Perform ALTA, topographical, boundary, and environmental surveys.
- Supervise the Ground-Up Facade Inspection of New York landmarks.
- Led negotiations on runway, tunnel, and bridge renovation projects.
- Direct indoor air quality testing and drainage systems of train stations.

Education

Stony Brook University, Stony Brook, New York
Bachelor of Science: Civil Engineering, 1987

- **Estimating and Blueprint Reading/Development**
- **Certified Tester: Soil Pressures and Properties; Foundations**

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an environmental engineer, I am qualified to deliver environmental solutions in areas of construction support and risk assessment. I'm confident that my experience in Quality Control, Local Law 11 inspection, architectural and computer-aided drawing, construction methods, and specialized equipment, combined with my ability to expedite the cost-effective resolve of problems and schedule delays would guide your firm in achieving its five-year plan to build six new malls across New Jersey and Connecticut.

ESTIMATOR

Resume

Donald D. Burnard
402 East Maude Avenue
Arlington Heights, Illinois 60004
(847) 555-7035 / email@email.com

SENIOR ESTIMATOR / GENERAL MANAGER

*Improving Corporate Profits by Unifying Project Management,
Estimating, and Construction*

INDUSTRY EXPERT with 16 years of successful project management experience at the senior level for federal, commercial, retail, and multi-unit residential renovation and construction projects.

Core Strengths

Feasibility Studies	Contract Negotiations
Technology Surveys	Subcontractor Assessment/Selection
Pay Applications	Overview Reporting
RFIs (Request for Information)	SOVs (Schedule of Value)

Professional Experience

COOPER CONSTRUCTION, Phoenix, Arizona

1995 to Present

Senior Project Manager / Estimator

Reporting directly to the CEO, singly responsible for overseeing management of all projects, building estimates, and developing accurate and realistic schedules for a broad range of construction projects including a four-story Holiday Inn Express, Joy Medical Office Building, commercial restaurants, and multimillion-dollar renovation projects for hurricane-damaged luxury condo developments.

- Sourced and installed the innovative Quest Digital Estimating System; recruited, hired, and provided comprehensive training for two additional estimators.
- Selected by M.J. Anderson, Inc. to rescue projects worth \$4.3 million in danger of degenerating into liquidated damages. Result: Reworked contracts, reversed downward trends, and completed projects profitably.

Education

University of Texas, Arlington, Texas

Bachelor of Science / Industrial Engineering, 1985

- National Merit Finalist
- College of Arts and Sciences Dean's Award for Engineering

Keywords

Project
Specifications
Site Assessment
Material
Procurement
Troubleshooting &
Turnaround
Competitive Bidding
Value Engineering
Data Acquisition
Proposals
Budgeting
Costing/Pricing
Profit Planning
Change Orders
Feasibility Studies
Technology Surveys
Subcontractor
Assessment &
Selection
SOVs (Schedule of
Value)
Contract
Negotiations
Pay Applications
RFIs (Request for
Information)
Overview Reporting

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Everything I have accomplished during my 16 years in business demonstrates my ability to add efficiency and profitability along the entire length of the construction industry value chain. I specialize in budgeting, costing and pricing, change orders, and profit planning. With a nationwide network of over 900 contractors and managers that will commit to my projects, I can ensure quality, value-driven engineering with minimum lead time preparation.

EXECUTIVE CHEF

Keywords

Budget Control
Restaurant
Culinary Designs
Cultivate
Relationships
Customer Relations
Diet and Nutrition
Fat-Free Generation
Food Cost Analysis
Health-Conscious
Hospitality
Kitchen Operations
Multiethnic
Public Awareness
Quality Control
Recipe Development
Signature-Style
Dishes
Teach and Inspire
Team Leadership
Vendor Selection
World-Renowned

Resume

Jeffrey Bernard

Circle 6 Black Bird Road
Huntington Station, New York 11746
(631) 555-8013 / email@email.com

Executive Chef

18 years of award-winning culinary excellence

**Five-Star Restaurants, Landmark Hotels / Exclusive Resorts
American, European, and Asian Cuisine**

Celebrated, world-traveled chef with a flair for creating visually-stimulating culinary designs and signature-style dishes. Personable with keen business management skills, and a desire to teach and inspire new chefs.

Core Strengths

Kitchen Operations
Culinary Staff Management
Customer/Public Relations
Innovative Presentations

Recipe Development
Food Cost Analysis
Quality Control
Vendor Selection

Professional Experience

La Toro Restaurant, New York, New York

1998 to Current

Executive Chef

Recruited by this 450-seat five-star restaurant, located in New York's theatre district, to whet the appetite of high-profile stars and tourists with an eclectic menu inspired by the city's multiethnic landscape. Oversee all aspects of kitchen operations in areas of culinary staff management, menu planning, purchasing, kitchen safety, customer/public relations, catering, and special events coordination, realizing annual profits of \$2.7 million.

- Achieved five-star status for La Toro four years consecutively.
- Developed trademark techniques used in leading culinary institutes.
- Cultivate relationships with food critics to enhance public awareness.
- Travel globally to discover cultural-based foods and traditional recipes.

Education

Institute of America, Hyde Park, New York

Bachelor of Professional Studies: Culinary Arts, 1993

- Member, National Restaurant Association, 1995–current
- Metro Restaurant Association, Best New Restaurant, 1998

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

In the recent decade, changes in diet and nutrition have inspired a health-conscious, “fat-free” generation, creating new challenges for the foodservice industry. I understand your organization is planning a national launch of “healthy eating” restaurants and food products. As a world-renowned chef with 18 years managing award-winning restaurants, I believe my culinary talents and business management know-how would drive this venture to commercial success.

EXECUTIVE RECRUITER, ENGINEERING

Resume

Lori Harding
9999 North Road
Bedford, Massachusetts 01730
(781) 555-1122 / email@email.com

Executive Recruiter
Mechanical, Civil, Electrical, and Computer Engineering
Fortune 1000 Companies
Defense, Aerospace, and Telecommunications Industries

High-energy recruiter with proven success in placing Project Managers and Senior Engineers in Defense, Manufacturing, and Telecommunications Industries. Skilled in Peoplesoft and other software applications.

Core Strengths

Networking	Sales
Candidate Sourcing	Screening
International Placements	Labor/Unemployment Law
Communication Skills	Recruitment

Professional Experience

Tech Recruiters Plus, Waltham, Massachusetts

1998-2002

Technical Recruiter

Identified and contacted candidates for positions in engineering. Attended job fairs and trade shows for recruitment and sales. Established contacts with colleges, military, and professional groups to create talent bank. Determined needs of company and successfully matched candidates to positions. Monitored recruitment/retention statistics for select classifications. Networked in target industries to generate new business.

- Created Web site for national recruitment, increasing talent bank 15%
- Increased sales 25% by delivering presentations at trade shows
- Tracked recruitments and hires demonstrating 92% retention rate
- Landed accounts in England opening first of many international markets

Education

Boston University, Boston, Massachusetts

Bachelor of Arts / Human Resource Management, 1996

- Graduated *Magna Cum Laude*
- Internship in Human Resources at Peabody Engineering Group

References Furnished Immediately upon Request

Keywords

Staffing
Candidate Sourcing
Project Positions
Domestic
International
Confidentiality
Discretion
Telecommunications
Emerging
Technology
Manufacturing
Sales Skills
Defense Industry
Interviewing
Technical Recruiting
Network
Peoplesoft
Screening
Colleges
Job Fairs
Labor Law

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I utilize creative strategies in sales and candidate sourcing. Keenly aware of the need to develop new business continually, I have established contacts in hundreds of companies. I am knowledgeable in the needs of industry and can anticipate staffing requirements of companies with emerging technologies. I have a reputation of professionalism, handling issues with discretion, and maintaining confidentiality.

FINANCE MANAGER, BANKING

Keywords

Commercial Lending
Relationship
Management
Investment
Management
Asset Management
Portfolio
Management
Retail Lending
Commercial
Banking
Consumer Banking
Credit
Administration
Regulatory Affairs
Branch Operations
Securities
Management
Secured Lending
Loan Processing
Return on Assets
(ROA)
Global Banking
Foreign Exchange
Unsecured Lending
Return on
Investment (ROI)
Return on Equity
(ROE)

Resume

Anthony J. Burton
5827 Warminster Avenue
Dayton, Ohio 45472
(937) 555-2012 / email@email.com

Finance Manager—Banking
Proven Success in Expanding Scope & Profitability
Commercial Lending / Relationship Management
Investment Management / Sales & Marketing

Deliver strong and sustainable gains in revenue, fee income, and asset management. Facilitate change and revitalize organizational performance. Experience with start-up, turnaround, merger, acquisition, and growth.

Core Strengths

Portfolio Management	Retail Lending
Branch Operations	Commercial Banking
Regulatory Affairs	Credit Administration
Problem Analysis & Resolution	Organizational Reengineering

Professional Experience

NEIGHBOR'S BANK, Springfield, Ohio 1994 to Current

Vice President

Manage 17 branch operations in tristate area with focus on building relationship management programs with commercial banking customers. Responsible for expanding U.S. market reach and establishing global banking division. Ensure profitability through creating and managing strategic, financial, and operational plans. Named fourth in nation for secured lending performance and a Top 10 security investment professional.

- Increased consumer banking sales \$4.5M in six months.
- Restructured operations to improve ROA 12%, ROE 20%, and ROI 24%.
- Successfully added unsecured lending to loan processing operations.
- Managed foreign exchange and regulatory affairs/compliance programs.

Education

University of Dayton, Dayton, Ohio

Bachelor of Science: Accounting, 1993

- GPA 3.9
- Top 2% of graduates

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have comprehensive experience in finance and banking that includes branch operations, global banking, and investment and portfolio management. Underlying this success are key strengths, primary of which are the abilities to recognize opportunities, anticipate change, and create and sustain solid customer relationships. Drawing upon these and my broad-based experience, I can help your bank expand its market reach, increase its commercial lending, and drive profitability to new heights.

FINANCIAL ANALYST

Resume

Ben A. Counter
127 Maple Street
Wethersfield, Connecticut 06102
(860) 555-1212 / email@email.com

Financial Analyst
Planning and Budget Specialist

Budgeting/Forecasting
Operations Strategist

Analytical, organized finance professional recognized for achievement in budget controls, financial reporting, and cost savings. Strong in management and operations analysis and increasing profitability.

Core Strengths

Cost Analysis
Fixed Assets
Investment analysis
Forecasting

Strategic Planning
Budget Process and Implementation
Pricing structures
Divestitures

Professional Experience

New England Corporation, Hartford, Connecticut

1989–2001

Financial Analyst

Coordinated all financial reporting and budget functions for all 15 departments of a major corporation. Oversaw month-end closings for sales and operations. Prepared and implemented annual budget with cost controls and process improvement. Recommended capital purchases and technology to trim costs and streamline operations.

- Saved \$2.3MM annually through cost projections and pricing structures
- Increased profitability by 12% by streamlining operations
- Received recognition for creating expense variance reports
- Designed financial matrix for chargebacks, reducing errors and labor

Education

University of Connecticut, Storrs, Connecticut

Master of Business Administration, Finance

1986

Bachelor of Science, Business Administration

1982

Keywords

Financial Planning
Financial Reporting
Capital Projections
Annual Budget
Forecasting
Accruals
Expense Tracking
Expense Variances
Cost/Pricing
Analysis
Audit Management
Cash Management
Investment Analysis
Technology
Integration
Profitability
Divestitures
Asset Utilization
Strategic Planning
Financial Models
Budget
Implementation
Fiscal Controls

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have a proven track record of increasing profitability through sound management, financial analysis, and budget process improvement. I have had substantial results in capital areas including purchase recommendations, fixed asset management, and asset redeployment resulting in significant cost savings. I have implemented cost and budget controls resulting in, measurable decreases in expenditures. My expertise also includes long-term and short-term planning, as well as the ability to streamline operations.

FINANCIAL PLANNER

Keywords

Acquisition
Investigation
Contingency
Planning
Asset Management
Joint Venture
Analysis
Return on
Investment
Financial Reporting
Business
Development
Asset Purchase
Securities and
Investment
Banking
Feasibility Study
PowerPoint
Presentation
Cost-Benefit
Analysis
Financial Models
Equity Financing
Sales Forecasting
Risk Analysis
Market/Consumer
Research
Capital Expense
Justification
Cost Controls/Cost
Avoidance
Business
Advisement

Resume

Warren S. Michaels
155 Seventh Street
Clarence, New York 14031
(716) 555-9280 / email@email.com

Financial Planner

Perform Risk Analysis / Secure Equity Financing Research Launch of Product Lines

Solid track record of implementing creative solutions to enhance market share and increase profitability. Develop financial models to situate company for aggressive expansion.

Core Strengths

Contingency Planning	Cost-Benefit Analysis
Feasibility Study	Asset Purchase
Joint Venture Analysis	Capital Expense Justification
Financial Reporting	Investment Banking

Professional Experience

HEALTH RESOURCES, INC., Buffalo, New York 1997 to Current

Vice President—Financial Planning

Provide strategic counsel to corporate executives in financial planning, new business development, and investments. Research and evaluate consumers, sales history, pricing, emerging competition, packaging, and market trends to forecast sales and profits accurately.

- Recommended acquisition of primary competitor, realizing 87% of market share.
- Initiated cost controls in production, warehouse operations, and purchasing that resulted in over \$230,000 in savings.
- Provided business advisement on divestiture of poor-performing subsidiary and investment in start-up company, earning significant increase in revenues.

Education

University of Buffalo School of Management, New York

Master of Business Administration, 1984

- Phi Beta Kappa
- Magna Cum Laude

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As standard practice, I perform risk analysis and secured equity financing for the launch of new product lines. I also recommended acquisition of primary competitor, realizing 87% of market share. Since cost control in today's environment is so critical, I initiated cost controls in production, warehouse operations, and purchasing that resulted in over \$230,000 in savings. I also provided business advisement on divestiture of a poor-performing subsidiary and investment in a start-up company, earning significant increase in revenues.

FLIGHT ATTENDANT

Resume

Phillip B. Hall
4545 Coconut Way
Honolulu, Hawaii 96818
(808) 555-5693 / email@email.com

Professional Flight Attendant
10+ Years of Safe Flying and Superior Customer Service

Cabin Leadership / Passenger Relations
International and Domestic Experience

A friendly, flexible, and reliable cabin safety professional. Reputation for complaint resolution techniques. As a trainer, appreciate the value of Inflight Policies and Procedures, and SOPs. Bilingual speaker of Japanese.

Core Strengths

Cabin Safety	FARs
Evacuation Procedures	In-flight Emergencies
Emergency Equipment	Crew Resource Management
Customer Service	Complaint Resolution

Professional Experience

ALL PACIFIC AIRLINES, Honolulu, Hawaii 1990 to Present

Flight Attendant

Maintain clear sense of responsibility for safety of passengers and fellow crewmembers while providing outstanding customer service aboard international flights throughout the Pacific and Asia. Jointly charged with recurrent training curriculum planning, including review of land and water evacuation procedures, water survival, first aid, emergency equipment location and use, and hijacking procedures.

- Reorganized Policies and Procedures section of flight attendant manual.
- Assisted in selecting cabin location of automatic external defibrillator.
- Achieved record \$3500 in duty-free sales on single transpacific flight.
- Flight Attendant of the Year Award for superior passenger relations.

Education

University of Hawaii, Honolulu, Hawaii

Bachelor of Arts / Travel and Tourism Management, 1988

- Editor of campus travel and tourism newsletter
- Front desk internship—Royal Hawaiian Hotel

Keywords

Cabin Safety
Evacuation
Procedures
Flight Attendant
Emergency
Equipment
Hijacking
Procedures
First Aid
Automatic External
Defibrillator (AED)
Federal Aviation
Regulations (FARs)
Crew Resource
Management
(CRM)
Cabin Leadership
Recurrent Training
In-Flight Policies
and Procedures
Standard Operating
Procedures (SOPs)
Air Travel
Passenger Relations
Complaint
Resolution
Bilingual Japanese
Speaker
International Routes
Domestic Routes
Duty Free Sales

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have 10 years of experience with a major air carrier flying both international and domestic routes, and am a bilingual speaker of Japanese. I am a highly skilled cabin leader with particular expertise in customer service, complaint resolution, and crew resource management. Your airline will soon equip its fleet with automatic external defibrillators; I have already been trained in the use of the AED, and am qualified to teach the module during flight attendant recurrent training.

FOOD & BEVERAGE MANAGER (HOSPITALITY)

Keywords

Revenue Management
Catering
Bar & Beverage Operations
Kitchen Operations
Hospitality
Banqueting and Conferences
Food Production Technology
Customer Service
Team Building & Leadership
Planning and Organization
HACCP Standards
Purchasing Vendor Relations
Inventory Cost Control
Menu Development
Food Production Standards and Controls
Room Service
Staff Hiring & Training
Performance Management
Finance & Budgeting
Restaurant

Resume

Paul Garvey
8934 Brighton Blvd.
Columbus, Ohio 43229
(614) 716-4233

Food and Beverage Manager **Expertise in Special Events and VIP Galas...**

Food Production Standards and Controls • Banquets & Conferences Bar & Beverage Operations • Food Production Technology • Purchasing Vendor Relations

Qualified Food and Beverage Manager with demonstrated history in empowering individuals to achieve restaurant goals. Implement cost-saving measures while utilizing resources with maximum efficiency.

Core Strengths

Revenue Management
Contract Negotiations
Kitchen Operations
Product Knowledge

Customer Service/Room Service
Team Building & Leadership
Planning and Organization
HACCP Standards

Professional Experience

Rumford Hotels, Columbus, Ohio 1997 to Present

Food and Beverage Manager

Collaborate with manager in maintaining inventory cost control, finance & budgeting, staff hiring & development, and overall performance management. Accountable for security of assets, supervision of daily operations, and ensuring guest satisfaction through excellent customer service, while increasing sales through creative menu development.

- Achieved 5% companywide food and beverage service improvement to prior year.
- Trained associates in highly important Alcohol Intervention and Life safety.
- Assisted in development and execution of highly successful sales strategy.
- Awarded annual bonus based on service and profitability.

Education

The Ohio State University, Columbus, Ohio
Bachelor of Arts, Hospitality & Tourism Management, December 2000

- GPA 3.8
- Social Director for Residence Hall, two years

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My qualities as a Food and Beverage Manager have been identified in areas including room service operations, banquets/conferences, and special events. The profit-centered projects upon which I've focused this past year have provided the opportunity to prove my skills in revenue management, budgeting, and cash flow, and will prove useful as a part of your management team.

Team-Flj®

FUND-RAISER

Resume

Jesse Elijah
504 49th Avenue West
Edwards, Illinois 61528
(309) 243-1111 / email@email.com

Fund-Raiser

Special Event Management / Public Relations / Capital Campaigns

Skilled in Forging Partnerships with Diverse Revenue Sources
14-Year Track Record of Organizational Development

Accomplished Fund-Raising Executive with experience managing relationships with financial contributors, boards of directors, staff, and volunteers. Track record of increasing revenues and fostering positive public and media relations. Broad base of experience in fund raising including grant writing, direct mail, annual campaigns, major gifts, telephone solicitations, and special events.

Core Strengths

Special Event Management
Capital Giving Campaigns
Strategic Planning
Policy Development

Public Relations/Media Relations
Budgeting
Grant Writing
Team Leadership

Professional Experience

HEART OF ILLINOIS LEUKEMIA FOUNDATION, Peoria, Illinois 1997 to Present

Director of Fund-Raising and Public Relations

Conceive and direct all fund-raising activities and serve as liaison to staff, volunteers, board members, the community, and the media. Responsible for strategic planning, budgeting, and reporting. Write and edit promotional materials and press releases for various events and services and give presentations to local service organizations. Recruit, schedule, motivate, train, and supervise 150+ volunteers.

- Researched and launched a grant solicitation campaign, resulting in additional revenues of approximately \$100,000.
- Initiated a direct mail campaign resulting in \$10,000 profit within just six months and 1000 new contributors.
- Pioneered a fashion show at an upscale area hotel, using parents and children affiliated with the foundation as models. Planned the entire event, including securing approval, recruiting and scheduling volunteers, calling on stores for donations, and selling tables to corporations. By all accounts the event was a huge success, earning a one-night \$25,000 profit.

Education

WESTERN ILLINOIS UNIVERSITY, Macomb, Illinois
Bachelor of Arts in Communications, 1997

Keywords

Special Event Management
Public Relations
Media Relations
Financial Contributors
Capital Giving Campaign
Volunteer Recruitment
Nonprofit Institutions
Organizational Development
Fund-Raising
Revenue Sources
Direct Mail Campaign
Oral and Written Communication Skills
Financial Contributors
Board of Directors
Policy Development
Campaign Development
Budgeting
Grant Writing
Team Leadership
Partnerships

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My background includes the management of fund-raising operations for a nonprofit organization of 1500+ members. In that capacity, I answer directly to the Board of Directors, with broad responsibility for volunteer recruitment, budgeting, strategic planning, and staff supervision. In addition to serving as liaison to staff, volunteers, board members, and the community, I am charged with fostering a positive relationship with the media, identifying revenue sources, and conceiving and coordinating direct mail and capital giving campaigns. As a result of my efforts in the past five years, the organization's revenues have nearly doubled.

FUNERAL DIRECTOR

Keywords

Advice and
Counseling
Funeral Director
Death
Life Insurance
Claims
Bereavement
Cemeterian
Family Service Sales
Future Planning
Human Service
Profession
Legal
Documentation
National Board
Certification
Preneed Programs
Psychology of Grief
and Bereavement
Counseling
Viewings
Visitations

Resume

Clinton Worthy
200 Springview Lane
Lawrenceville, Georgia 30040
(770) 555-1212 / email@email.com

Funeral Professional
Building and holding an increasing market share
through customer support second to none.

Preneed planning specialist / Caring, comprehensive advice and counseling
Complete bereavement services / Sales and management expertise

Accomplished funeral professional with an MBA and 12 years' experience in funeral service. A results-oriented, success-driven leader and director with strong operational skills in finance, sales, and marketing. Initiated many strategies and programs that repeatedly added value, increased customer service performance, grew market share, and enhanced public image of the firm while meeting profit goals.

Core Strengths

Preneed and family service sales	Empathetic grief and needs counseling
Marketing & promotion to enhance our industry	Attention to detail to deliver flawless service
Operational management	Strong ethical standards

Professional Experience

Shady Rest Funeral Home, Lawrenceville, Georgia 1990 to Current
Director

Provide advice and counseling, legal documentation, assistance with administrative tasks, and the logistical management of human remains. Counsel and advise people prior to death as well as during and after bereavement. Sensitive to requirements of law, custom, and the accepted practices of the individuals and communities. Meet sales and revenue goals.

Education

University of Lowell, Lowell, Massachusetts
Bachelor of Science in Business, 1987

▪ *Summa cum laude*

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

While some join the funeral industry because they think it is "recession proof," I've dedicated my entire career to serving communities and building market share. The two are related, not opposed. My strength is in providing caring, empathetic, comprehensive service that positions my organizations as the provider of choice in times of grief and sorrow. While I am an embalmer as well as a director and cemeterian, my greatest strength is in anticipating and filling final arrangement needs. What pleases me most is that most of my sales are referrals.

GENERAL MANAGER—HOSPITALITY

Resume

Roberta Alexander
208 Tallowood Blvd.
Westerville, OH 43081
(614) 555-4562 / email@email.com

General Manager: Hospitality
Able to develop strategies and follow through to impressive outcomes.

Operations Management • Human Resources Management
Staff Development, Training, and Leadership

Hotel/Resort Management professional with outstanding reputation for producing impressive results. Practical problem solver, effective when managing union staffs, and recognized for tenacity and perseverance.

Core Strengths

Guest Services
P&L Management
Hotel Sales & Marketing
Labor Relations

Contract Negotiations
Labor Cost Controls
Convention Coordination
Financial & Cost Accounting

Professional Experience

Land Paradise Resort, Honolulu Hawaii 1999 to Current

General Manager

Manage hospitality operations and guest services of 200-room resort with revenues in excess of \$5 million annually. Ensure quality assurance and adherence to hotel service standard while overseeing banqueting & catering, executive housekeeping, while ensuring that front office and guest service departments operate at optimum levels. Develop and execute strategies supporting facilities planning and restaurant operation agendas.

- Successfully implemented innovative Hospitality Training System.
- Improved profit by over 25% during first year as General Manager.
- Selected as Keynote speaker at three General Managers' conferences.
- Pioneered groundbreaking "Hotel Managers Survival Camp."

Education

Cornell University, School of Hotel Administration, Ithaca, New York

Bachelor of Science: Hotel Administration, 1996

- Concentration: **Food and Beverage Management**
- Activities: **Teaching Assistant, Culinary 101**

References Furnished Immediately upon Request

Keywords

Hotel Sales & Marketing
Labor Relations
Hospitality Training Systems
Business Development
Executive Housekeeping
Banqueting & Catering
Business Start-up and Turnaround
Front Office Management
Facilities Planning
Financial & Cost Accounting
Restaurant Operations Management
Catering
Guest Services Management
Budget Planning and Administration
Labor Cost Controls
Convention Coordinating
P&L Management/Strategic Planning
Quality Assurance/Service Standards
Staff Development, Training, and Leadership
Contract Negotiations

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I possess talents that will contribute to your property in several key areas, the first of which will be sales and marketing. Without an increasing customer base, good service is inconsequential. Therefore, business development, despite competitive markets, must be addressed. To assure that the hotel remains first class, I will concentrate on quality in banquet/catering, convention management, executive housekeeping, and front desk service by assuring strong internal controls and building a sound associate team.

GOVERNMENT LIAISON

Keywords

Bridging Clients Together
Bureau Compliance
Client Advocate
Corporate Filings
Court-Held Fraud Cases
Database Search Management
Domain Names
Domestic/International Policies
Federal Laws and Regulations
Government Relations
Internet Intellectual Property
Expert Testimony
Legislative Hearings
National Speaker
Patents, Trademarks, Copyrights
Peer Consultation
Portfolio of Services
Tangible/Intangible Property
Trademark Infringement
Web Site Content

Resume

William J. Whitfield III
Coral Grove Point—Northgate Way
North Babylon, New York 11703
(631) 555-0088 / email@email.com

Government Liaison
20-Year Career Specializing in Intellectual Property

Traditional & Internet Case Management
Patents / Trademarks / Copyrights

Influential government liaison with a groundbreaking career serving as a vital link between federal agencies, patent attorneys, Internet companies, inventors, highly regarded marketing firms, and Fortune 500 companies.

Core Strengths

Government Relations
Client Advocate
Corporate Filings
Trademark Infringement

Domestic/International Policies
Database Search Management
Federal Laws and Regulations
Expert Testimonials

Professional Experience

Intellex Properties, Inc., New York, New York 1993 to Present

Government Liaison

Expedite the granting of domestic/international trademarks, patents, and copyrights specific to tangible/intangible property, Web site content, and domain names/personal names through appropriate channels. Ensure full compliance with the U.S. Patent and Trademark Office, Copyright Office, World Intellectual Property Organization, and a matrix of federal bureaus. Serve as a leading authority, case representative, and client advocate.

- Speak nationally on controversial foreign intellectual property issues.
- Provided expert testimony for clients at fraud examination hearings.
- Consult peer specialists on case analyses and legal protocols.
- Attended legislative hearings on music copyright infringements.

Education

Fordham University, Bronx, New York

Master of Arts: Political Science, 1985

- **Chairperson, World Trade Advisory Committee**
- **Member, MENSA**

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Recently, my work has centered on influencing changes in Washington on issues concerning traditional and Internet intellectual property rights. It is your organization's recent decision to expand its portfolio of services to include intellectual property that is of particular interest to me. I am confident that my expertise in this arena would prove viable in supporting this challenging initiative.

GRAPHIC DESIGNER

Resume

Patti Elliott
9911 Davidian Drive
Menlo Park, California 94025
(415) 555-9681 / email@email.com

Graphic Designer
Experienced in Freelance Graphic Design and Production
Business-to-Consumer Project Design & Management
Full-Service Graphic Design Capabilities

Nine years' experience in graphic design and project management from initial concept to finished product. Extensive experience creating corporate identity/communication packages for the technical, medical, entertainment, and retail industries.

Core Strengths

Graphic Image Manipulation	Linotronic Outputs
Multicolor Printing	3-D Packaging
Publication Design	Visual Communications Media

Professional Experience

TARGET CORPORATION, Minneapolis, MN 1993 to Current

Graphic Designer—Advertising

Develop and design creative execution of concepts for assigned projects, including (but not limited to) magazine ads, newspaper ads, outdoor advertising, collateral, catalog page layout and design, POS signing, interactive advertising, packaging, style guides, press kits, and other related projects.

- Reduced advertising/marketing budget by \$80,000 over a single year by streamlining budgeting practices.
- Received awards for print design; published in multiple graphic design "best of" books including Rockport Publishers **Computer Graphics 2**.
- Designed corporate collateral and organized project archiving system.

Education

Hampton University, Hampton, Virginia
Bachelor of Arts / Fine Arts, 1993

- Graphic Artist Intern, Century Marketing, Boulder, Colorado—1992
- Graduated with *Cum Laude* Distinction

References Furnished Immediately upon Request

Keywords

Art Design
Ad Layout
Desktop Publishing
POS Signing
Electronic Pitchbook
Presentation Library
Visual Communications Media
Business-to-Consumer (B2C) Projects
Printing and Prepress Processes
3-D Packaging
Large Format Printing
Graphic Image Manipulation
Sheet-Fed Press
Web Press
Typography
Linotronic Outputs
Color Separation
Photo Retouching
Multicolor Printing
Publication Design

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With a special knack for organization, system creation, streamlining work-flow, managing projects, and solving inefficiencies, I bring proficiency in the areas of sheet-fed and web press processes, large format printing, and desktop publishing. Offering collateral value as an experienced freelance graphic specialist for design staffing services, I have nine years of experience using QuarkXPress, Adobe Illustrator, Adobe Photoshop, Adobe Pagemaker, and various other support programs and plug-ins.

GUIDANCE COUNSELOR

Keywords

Counseling
Peer Counseling
Education
Vocational/Career
Counseling
Parent and Family
Relationships
Research
Regulatory
Compliance
Intervention
Educational
Programs
Multidisciplinary
Teams
Therapists
Special Education
At-Risk Student
Populations
Student Advocate
Supportive
Colleague
Test Administration
Interactive Learning
On-Line Classrooms
Committee
Leadership

Resume

David McClosky

6738 N. Frostwood Parkway
Peoria, Illinois 61615
(309) 555-2445 / email@email.com

High School Guidance Counselor

20-year track record of helping students develop academically and socially

Career Counseling / Parent & Family Relationships / Public Relations
Expertise in the Development of Effective Student Programs for School, Career, and Family

Creative, resourceful, and dedicated Guidance Counselor with a history of identifying the needs of various student populations and leading multidisciplinary teams to develop strategies to meet those needs. Excellent communication skills in relating to administrators, teachers, therapists, and family members. Reputation as a supportive colleague and a student advocate.

Core Strengths

Intervention
Vocational/Career Counseling
On-Line Classrooms
Test Administration

Targeted Educational Programs
Interactive Learning
Committee Leadership
Peer Counseling

Professional Experience

George Washington High School, Washington, Illinois

1980 to Present

Guidance Counselor

Facilitated both personal and career counseling, and conducted vocational testing. Acted as liaison to universities and the military, and developed college financial aid and career seminars for schools, parents, and students. Conducted parent and student information sessions. Interacted extensively with teachers and administrators regarding student progress, and made college admissions and scholarship information available as needed.

- Pioneered a program with a local community college to provide classes at the high school, giving eligible juniors and seniors dual credit for both high school and college coursework.
- Developed a vocational counseling program in concert with a part-time jobs program, and served as liaison to students and employers.
- Provided leadership for the following committees: Tech Prep, Interactive Learning, and Intervention for At-Risk Student Populations

Education

ILLINOIS STATE UNIVERSITY, Normal, Illinois

M.A. in Guidance and Counseling; Administrative Endorsement, 1980

B.S. in Biology and Physical Education (Double Major), 1975

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

In addition to extensive counseling with both individual students and their families, I've had the opportunity to provide leadership on a number of committees. For example, I led the project to bring interactive learning to our school district, allowing students to take college courses via on-line classrooms and receive dual credit for both high school and college. I also helped set up the tech-prep program in our school in collaboration with a local community college. In addition, I've worked closely with multidisciplinary teams of teachers, administrators, therapists, social workers, and psychologists to identify intervention strategies for at-risk and special-education students who have special needs.

HAIR STYLIST

Resume

Cindy Lawson
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Professional Hair Stylist
12-Year Background in Professional Hair Styling and Training
Innovative Styling Techniques / Skilled Cosmetologist Trainer
Safety Training, Quality Control, and Marketing Experience

Creative and highly accomplished expert cosmetologist with a full range of styling, management, customer relations, marketing, and training skills. Background in working successfully with high-profile clientele.

Core Strengths

Customer Relations
Creative Styling Techniques
Safety Training
Customer Satisfaction
Perm Techniques

Customer Loyalty
Quality Control
Marketing
Shaping/Trimming
Curling/Tinting

Professional Experience

THE WAVE—Chicago, IL

1995 to Current

Head Stylist

Manage styling services for top-level clients and mentor new stylists in learning various cutting, shaping, tinting, curling, and perm techniques. Implemented weekly safety and styling meetings to improve quality and reduce incidents involving safety issues. Developed highly effective marketing techniques and trained staff to up-sell accessories effectively. Selected to provide services for numerous visiting celebrities.

- Routinely train stylists on new techniques and safety compliance issues.
- Spearheaded the purchase and use of the first ergonomically efficient chairs.
- Increased customer satisfaction by implementing procedures to raise quality.
- Achieved a 20% increase in accessory sales through aggressive marketing.

Education

UNIVERSITY OF CHICAGO, Chicago, Illinois

Bachelor of Arts: Business Management 1986

Illinois State Licensed Cosmetologist 1984

Keywords

Customer Relations
Stylist
Customer Loyalty
Training
Styling Techniques
Quality Control
Safety Training
Marketing
Ergonomically
Efficient
Beautician
Cutting Methods
Tinting
Perm Techniques
Innovative
Shaping
Hair
Trimming
Curling
Customer
Satisfaction
Creative

Interview Q&A Using Keywords

Why should our company hire you?

I have continued to keep my skills current by attending all trade shows and training in the three-state area. In addition to my expert styling techniques, I have trained many staff members on safety, quality assurance, marketing, and customer satisfaction issues. My specialties include coloring hair, perms and multilayered cuts. I have also been selected to provide personal stylist services for high-profile clients, and once worked the set for Oprah Winfrey's guests.

HELP DESK ADMINISTRATOR

Keywords

Inbound Services
Operations
End-User Support
First-Level
Customer Service
Networking
Environment
User Support
Specialist
Troubleshooting
Escalation Skills
Problem Resolution
Data
Communications
Call Center
Environment
Team Player
Help Desk and
Hardware Support
First-Level PC
Support
Product Launch
Support
Customer Service
On-Line CRM
Network
Architecture
Support
Customer
Communications
Front-Line Help
Desk
On-Call Operations
Support

Resume

Grace Matherly
43 Murdock Court
New Brunswick, New Jersey 08901
(732) 555-1234 / email@email.com

Help Desk Administrator / Help Desk Coordinator
Productive, high-quality inbound services operations

End-User Support / First-Level Customer Service
Stand-Alone or Networking Environments

User support specialist experienced in troubleshooting, escalation skills and problem resolution for networking and data communications in a call center environment. Cooperative team player, able to work under pressure.

Core Strengths

Help Desk and Hardware Support
Product Launch Support
Customer Service / On-Line CRM
Network Architecture Support

First-Level PC Support
Customer Communications
Escalation Resolution
Migrations and Upgrades

Professional Experience

PHARMA BIOTECH, Princeton, New Jersey 1998 to Current

Help Desk Administrator

Front-line help desk support technician experienced in end-user computing systems and network support for 1500 personnel in U.S. headquarters for top-five international manufacturer and distributor of biotech products. First point of contact for support incidents, as well as end-user instruction.

- Ensure effective and efficient on-call operations support for product launches, data communications migrations and upgrades, and sales. Won annual company award for "Exceptional Customer Service" in 2000.
- Investigate and resolve 95% of first-level inquiries utilizing on-line knowledge base, technical knowledge, and on-line CRM system.
- Assist application users by providing prompt responses, training one-on-one and in groups, and in reactive and proactive problem solving.

Education

Rutgers University, New Brunswick, New Jersey

Bachelor of Science, Computer Science—1998

- Computer Skills: Microsoft Suite XP and 2000 products, Win NT, Win XP and 2000, PC/mainframe applications, Unix, Linux, LAN/WAN, TCP/IP and Novell networks, Magic Enterprise Help Desk software.

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With four years' experience providing complex front-line help desk support in a fast-paced sales support environment, I have gained in-depth escalation skills and technical knowledge ensuring first-level customer service of the highest caliber. Utilizing on-line knowledge base tools and analytical troubleshooting abilities, I have attained a problem resolution rate of 95% for first-point-of-contact inquiries. I would like to deliver exceptional customer support services to your organization.

HIGH SCHOOL TEACHER

Resume

Mary Brown
123 Fourth Avenue
Peoria, Illinois 61615
(309) 123-4567 / email@email.com

Secondary Teacher of English

12 Years' Classroom Experience Combined with 7 Years as a Speech Team Coach

Teaching Techniques include: Writing on computer, process writing, team teaching, cooperative learning groups, role playing, and the development of thematic units.

Resourceful and energetic teacher with a commitment to fostering lifetime learning in students. Positive, outgoing, and approachable, with a talent for drawing out young people and putting them at ease. Able to communicate effectively with parents, administrators, and colleagues.

Core Strengths

Curriculum Development	Classroom Management
Mentoring Colleagues & Students	Inclusion/Team Teaching with Special Education Teachers
Identifying Learner Needs	Helping Students Develop Critical Thinking Skills
Assertive Discipline	Teaching Writing as a Process

Professional Experience

ABC HIGH SCHOOL, Peoria, Illinois 1991 to Present

English Teacher / Speech Team Coach

Taught creative writing, process writing, writing on computer, and grammar, in addition to multiple literature units on Shakespeare, Steinbeck, and Hemingway. Coached speech team members and coordinated the group's participation in tournaments in various locations throughout central Illinois.

- Developed a number of thematic units, incorporating spelling, process writing, and grammar into various literature units.
- Effectively supervised and mentored three student teachers.
- Collaborated with special education teachers to design individualized lessons for students with special needs within an inclusive environment.

Education & Credentials

Illinois State University, Normal, Illinois

Bachelor of Arts in the Secondary Teaching of English, 1990

Minor in Speech Communication

- GPA: 3.8
- Summa Cum Laude

Keywords

Higher Education
Teaching
English
Mathematics
Guidance
Counseling
Performance Based
Student Oriented
Student Success
Assertive Discipline
Team Teaching
Power Writing
Process Learning
Process Writing
Writing on
Computer
Thematic Units
Curriculum
Development
Continuing
Education
Role Playing
Mentoring
Classroom
Management
Lifelong Learning

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have employed a number of classroom teaching strategies, including process writing, writing on computer, role playing, and the development of thematic units. In addition, I have had the opportunity to mentor three student teachers and participate in curriculum development for the English department. I believe in fostering an environment that leads to student success, and that includes adapting my teaching style to meet the needs of students at multiple socioeconomic and ability levels. In addition, I am comfortable in an inclusion environment, and I have extensive experience team teaching with special education teachers.

HUMAN RESOURCES MANAGER

Keywords

ADA Regulations
Compensation
Benefits
Administration
Salary Structures
Employee Assistance
Programs
COBRA
Administration
Performance
Appraisals
Employee Retention
Cost-per-Hire
Manpower Planning
Job Descriptions
Generalist
EEO Regulations
Staffing/Recruitment
Training and
Development
Organizational
Development
HRIS
Career Paths
Exempt and
Nonexempt
Workers
Personnel Policies
New-Hire
Orientations

Resume

Naomi Alexander
234 Cypress Street
Freehold, New Jersey 07728
(201) 555-1234 / email@email.com

HUMAN RESOURCES MANAGER **Top-notch experience in Fortune 500 companies**

Meeting Business Needs Through Expert Management of Employee Resources

Five years' experience with accountability for all aspects of personnel administration in a 350-person department. Key responsibilities include:

Core Strengths

Benefits Administration	Manpower Planning
Organizational Development	Performance Appraisals
Recruitment and Retention	COBRA Administration
Salary Structures and Compensation	EEO and ADA requirements

Professional Experience

JOHNSON & JOHNSON, New Brunswick, NJ 1997 to Present
Human Resource Manager (1998–Present)
Human Resource Associate (1997–1998)

Hired for the associate position and quickly promoted to HR Manager—a transition that typically takes several years. As HR Manager, direct a multitude of personnel functions for exempt and nonexempt employees with emphasis on effective staffing, training, and retention of employees. Strong knowledge of COBRA, EEO, and ADA regulations.

- Revamped recruitment strategies placing added emphasis on campus initiatives. As a result, cost-per-hire expenses fell 35% this year.
- Conducted industrywide salary surveys and subsequently realigned our salary structure to reflect market trends.
- Overhauled antiquated job descriptions to reflect current job demands.
- Spearheaded an HRIS conversion within the department.

Education

Rutgers University, New Brunswick, NJ
Bachelor of Arts, Psychology, 1997

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With five years of progressively responsible positions in Human Resource Management, first in generalist roles and then in various HR specialties, I have broad-based experience with the ability to handle the multitude of issues that often arise within an organization such as yours. Key needs today include employee retention and hiring the best people the first time, and our employee satisfaction surveys and churn has been the best in the company history. In my present job, in addition to the staffing, benefits, and compensation functions, I have successfully revamped our career paths, which has contributed to increased employee retention.

Team-Fly®

IMAGE CONSULTANT

Resume

Jane Smart
45-454 East King Street
Honolulu, Hawaii 96815
(808) 555-7873 / email@email.com

Image Consultant
Personalized Fashion Guidance

Wardrobe Analysis and Planning / Fashion Makeovers
Nonverbal Communications and Business Etiquette Authority

Dedicated professional seeking consultative position with mid- to large-size firm. Background includes 10 years' image design experience, 50+ corporate work-shop presentations.

Core Strengths

Corporate Dress	Business Casual Dress
New Image Design	Closet Overhaul
Long-Term Wardrobe Planning	Shopping Skills Development
Color Analysis	Mannerisms

Professional Experience

IMAGINE THIS, Honolulu, Hawaii 1992 to Present

Proprietor/Image Consultant

In-person coaching of over 700 individuals to maximize their personal and professional image potential. Select clients include sports professionals, corporate senior management, and lawyers. Key areas of guidance include professional and casual dress, often requiring complete wardrobe overhaul.

- Helped rookie salesperson with wardrobe color analysis. New look contributed to 30% hike in personal sales volume.
- Designed fashion makeover for laid-off 48-year-old middle manager—business and casual dress. Boost in confidence helped client land better-paying, more responsible position within a month.

Education

San Diego State University, San Diego, California
Bachelor of Arts / Marketing, 1986

- 4.0 GPA
- Who's Who Among American College Students

References Furnished Immediately upon Request

Keywords

Corporate Dress
Professional Dress
Business Casual
Casual Dress
Dress for Success
New Image Design
Wardrobe Analysis
Long-Term
Wardrobe Planning
Closet Overhaul
Fashion Makeovers
Shopping Skills
Development
Personal Shopping
Color Analysis
Hair
Mannerisms
Nonverbal
Communications
Business Etiquette
In-Person
Consulting
Corporate
Workshops
Wedding Planning

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have a 10-year track record of advising individuals on dress-for-success techniques, significantly heightening their professional potential. I am an experienced workshop presenter, and will advise and guide your workforce on basics of image design, including professional dress, wardrobe color analysis, and long-term image planning. I am also an expert at teaching essential nonverbal communication and business etiquette skills, enhancing your company's professionalism in the mind of your customers.

INSURANCE CLAIMS ADJUSTER

Keywords

Investigation
Interpersonal
Communications
Insurance
Project Management
Analytical and
Problem-Solving
Ability
Claims
Auto Theft or
Larceny
Insurance Adjuster's
License
claims Adjusting
Xactimate
(Estimating
Software)
Estimating
Interviewing
Coverage
Liability
Damage
Personal Injury
Uninsured Motorist/
Uninsured
Motorist Property
Damage
(UM/UMPD)
Site Investigation
Repair vs. Replace
Witness Statement

Resume

Sharon Tamiya
72801 Robin Lane
Ojai, California 93023
(805) 555-1122 / email@email.com

Claims Adjustor Independent Contractor

Automobile Collision / Theft / Personal Injury

Independent Claims Adjustor—nine years
representing major automobile insurers and underwriters
California insurance adjuster's license #C5551212
Arizona insurance adjuster's license #A5558888

Core Strengths

Site Investigations
Estimating
Project Management

Communications/Interviews
Interviewing
Remaining Calm in Emergencies

Professional Experience

Claims Adjuster / Independent Contractor

1991 to Current

Investigating, estimating, and resolving motor vehicle collision claims. Conduct crash site investigation. Take statements from witnesses. Assess damage (property, theft, or personal bodily injury). Photograph and document site. Analyze police and witness reports for inconsistencies. Reinterview if warranted. Determine liability after consideration of uninsured motorist and third-party involvement. Make repair/replace recommendations. Submit Xactimate estimates in final report submitted to field office.

- Mobile Office Capability: 2002 Chevy 4X SUV with laptop computer, GPS, mapping software, printer, cell, and digital camera.

Education

Insurance Institute of America, Malvern, Pennsylvania
Associate in Claims (AIC) / 2001
Registered Professional Adjusters, Inc., Napa, California
Registered Professional Adjuster (RPA)

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I offer a combination of critical claims adjusting and project management skills in addition to industry licenses and certifications. With adjuster's licenses for both California and Arizona, I can extend my operations over a greater area. With my high-tech, mobile office you get 24/7 accessibility and state-of-the-art electronic communications. I prepare my reports in the field and submit them electronically, while on my way to our next job.

INSURANCE SALES

Resume

Stephen Gallegos
456 Kelley Road
Dallas, Texas 75240
(214) 555-1122 / email@email.com

SUCCESSFUL INSURANCE SALESMAN
with more than 13 years of outstanding achievements

2001 Company Salesman of the Year
\$14 million in annual sales

Proven track record of success in the sales of life and health insurance with recognition for new market start-ups, increasing annual sales from \$6 million to \$14 million in six years, and consistently exceeding quotas.

Core Strengths

Unique prospecting techniques
Developing long-term relationships
Strategic marketing
Strong presentation skills

Interfacing with senior executives
Securing referrals from clients
New product introductions
Excellent customer service

Professional Experience

L & H INSURANCE COMPANY, Dallas, Texas

1995 to present

District Sales Representative

Prospect for new clients, make formal presentations, and close sales in the North Texas District. Focus on small to medium-size businesses as well as individuals, analyze their needs and recommend the appropriate products to build their confidence and trust. Develop and implement strategic marketing and advertising plans. Provide excellent service to all clients to generate repeat business and referrals.

- Opened three new markets and generated \$1 million in the first year.
- Increased annual territory sales to \$14 million in 2001.
- Secured a Fortune 100 company with \$3 million in annual premiums.
- Received the Top District Sales Award in all four quarters of 2001.

Education

Baylor University, Waco, Texas

Bachelor of Business Administration Degree; 1995

GPA: 3.8

Dean's List in every semester

References Furnished Immediately upon Request

Keywords

Insurance Sales
Increased Sales
Exceeded Quotas
Sales Awards
Prospecting
Presentations
Closing Skills
Relationships
Repeat Business
Referrals
Customer Needs
Customer Service
Interface
Licensed
Insurance Products
Product Introductions
Territory
Strategic Plans
Forecasting
Client Base

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have more than 13 years of outstanding achievements in the sales of life and health insurance generating as much as \$14 million annually. My strengths include the ability to secure new clients, interface with senior executives, and develop strong relationships resulting in long-term repeat and referral business. I believe my excellent prospecting, presentation, and closing skills will produce outstanding sales results that will contribute greatly to the continued growth and success of your company.

INTERIOR DESIGNER

Keywords

Residential
Commercial
Industrial
Trends
Space Planning
Floor Plans
Drafting
Architectural
Elements
Budgeting
Consultations
Traditional
Old World
Contemporary
Construction
Faux Finishes
Renovations
Furnishings
Showrooms
Accessories
Interior Design
Showcases

Resume

Margaret West-Hafford, ASID

12 Linden Court

Southampton, New York 11968

(516) 555-8787 / email@email.com

INTERIOR DESIGNER

Focused on creating comfortable yet innovative interior spaces

Over 10 years' experience helping a wide variety of clients surround themselves with beautiful, functional environments. Skilled in all aspects of space planning for residential, commercial, and industrial projects.

Core Strengths

Traditional, Old World, & Contemporary Design

Construction & Renovation Projects

Budgeting

Design Trends

Floor Plans

Space Planning

Architectural Elements

Accessories

Professional Experience

INTERIOR DIMENSIONS, Southampton, New York

1990 to Present

Interior Designer

Work collaboratively with clients from initial consultation to completion of interior design projects. Utilize strong drafting skills to create detailed floor plans to assist in construction and renovation phases. Provide input on architectural elements and select and purchase furnishings/accessories. Frequently visit New York City showrooms keeping abreast of design trends to offer maximum options to clientele.

- Won first place design award for *Most Inviting Master Bedroom*, Muttontown Interior Designers Showcase, November 2001.
- Designed and commissioned a one-of-a-kind faux finish to replicate an old world plaster effect for the Oheka Castle renovation.

Education

New York University, New York, New York

Bachelor of Fine Arts, Art History, 1985

Metropolitan Institute of Interior Design, Plainview, New York

Diploma, Interior Design, 1999

Affiliations

Professional Membership, American Society of Interior Designers

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I'd like to think that what sets me apart from other interior designers is the flexibility I bring to each project. Though like most professionals in this field, I have strong preferences in what I consider truly beautiful, I remain entirely open and adaptable to the wants and styles of my clients. For example, I've had clients recommend me to friends and in the process called me a contemporary design specialist, while others just weeks later have referred to me as a traditional designer. I get a real kick out of that.

INVENTORY CONTROL MANAGER

Resume

John E. Davis
925 Grand Avenue South
St. Paul, Minnesota 55104
(651) 555-3498 / email@email.com

Inventory Control Manager
18-Year Career Complemented by MRP and CIRM Credentials

Broad Materials Management Experience ...
Industry Networking / Multisite Global Operations

A keen eye for improving efficiency while controlling costs. Consistently able to identify problems and implement solutions. Track record of achieving order accuracy, trimming fulfillment costs, reducing capital asset deployment, and cutting spoilage/loss and shrinkage.

Core Strengths

Contract administration
Identification and tracking
Real-time inventory
Cost control and reduction

Acquisition management
Automatic data capture
Supplier management
Inventory protection

Professional Experience

BENSON INDUSTRIES, St. Paul, Minnesota 1995 to Current

Inventory Control Manager

Manage daily operations of a 54-person inventory control division with both union labor and support personnel. Manage \$68 million inventory. Enhance real-time features: inventory receipts, withdrawals, availability, commitments, and customer service information. Direct acquisition management function responsibilities for over \$1 billion in annual expenditures. Oversee contract administration, negotiation, and rebid functions for over \$200 million in annual subcontracts. Established inventory protection programs for components and subcontractors.

- Implemented an automatic data capture network system using bar codes and radio frequency.
- Reduced raw-material inventory by 38% in first year, without write-outs or stock-outs.
- Achieved 2000 material cost savings of 39%, and 28% during 2001.
- Integrated a supplier management model based on partnership strategies and visions.

Education

St. Cloud State University, St. Cloud, Minnesota

Bachelor of Science: Business Management, 1984

- Inventory & Materials Management Diploma, St. Cloud Technical College, 1981
- 3.78 GPA

References Furnished Immediately upon Request

Keywords

Certified Integrated
Resource Manager
(CIRM)
Material
Requirements
Planning (MRP)
Certification
Industry
Networking
Inventory Planning
and Control
Materials
Management
Contract
Administration
and Negotiation
Real-Time Inventory
Acquisition
Management
Multisite Operations
Cost Control and
Reduction
Improved Efficiency
Supplier
Management
Global Locations
Inventory Document
Development
Item Identification
Inventory Protection
Programs
Leadership
Strengths
Item Tracking
Cycle Counts
Automatic Data
Capture

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an 18-year veteran in inventory control and planning, I will ensure improved efficiency with controlled costs. I have directed globally located, multisite operations, and managed multiyear supply agreements as large as \$60 million. My CIRM and MRP credentials are backed by significant real-time inventory and automatic data capture experience. I have a track record of applying innovative, state-of-the-art concepts in cycle counts, item identification, and tracking. My expertise in developing inventory protection programs, documents, and contracts has resulted in industry networking.

JOURNALIST

Keywords

Writing Skills
Creative
Analytical
Ideas
Research
Interviewing
Investigative
Factual Information
Utilize Resources
Editing
Proofreading
Meets Deadlines
Magazines and Journals
Multiple Projects
Creative Writing
Fiction
Journalism Degree
Communication Skills
Nonfiction
Electronic Publishing

Resume

Susan Stafford
98765 Writers Lane
Dallas, Texas 75252
(469) 555-1122 / email@email.com

HIGHLY PUBLISHED JOURNALIST
with 10 years of outstanding accomplishments

Newspapers, Magazines, and Trade Journals
Dallas "Writer of the Year" in 2001

Creative and analytical journalist who constantly comes up with story ideas, conducts research, utilizes various resources, and is technology savvy, to develop well-written and interesting articles.

Core Strengths

Excellent writing skills
Multiple projects
Disciplined/detail-oriented
Journalism degree

Investigative/factual information
Always meets specified deadlines
Editing and proofreading
Electronic publishing

Professional Experience

STAFFORD & ASSOCIATES, Dallas, Texas 1992 to present

Independent Journalist

Constantly seek out newspapers, magazines, and trade journals that welcome creative and factual articles. Present story ideas to publishers and editors and determine specific deadlines. Conduct research, utilize resources, organize materials, and use excellent writing skills to develop well-written and interesting articles. Edit and proofread all articles before submitting for publication.

- Six articles published in the *Texas State Newspaper* in 2001.
- Guest columnist in the *Wall Street Bulletin* in July of 2001.
- Selected from among 25 Independent Journalist to create a weekly home improvement column in the *Texas Home and Garden Magazine*.
- 2001 "Writer of the Year" Award presented by the Dallas Writers Club.

Education

Texas Tech University, Lubbock, Texas

Bachelor of Arts Degree; Major: Journalism; 1991

GPA: 4.0

Member of Phi Kappa Beta Honor Society

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a creative and analytical journalist who has been published in several major newspapers, magazines, and trade journals since 1992. I continually work on multiple projects, including interviewing, organizing materials, conducting research to obtain factual information, and using my excellent, detail-oriented writing skills. I always meet specified deadlines. I can contribute greatly to your company by always coming up with story ideas and utilizing various resources to develop well-written and interesting articles.

LAB TECHNICIAN

Resume

Eleanor M. Salerno
2 Pennsylvania Way
East Brentwood, New York 11717
(631) 232-5555
email@email.com

Laboratory Technician
10 years of experience in medical and clinical laboratory settings

Specimen analysis and reporting / Clinical data processing
Instrument calibration and maintenance

Cross-trained in broad areas of medical laboratory procedures including hematology, microscopy, chemistry, serology, and bacteriologic testing. Organized and analytical with exceptional time management, error reduction, and outcome reporting skills.

Core Strengths

Hematology/Phlebotomy
Blood Bank
Equipment Care
Quality Assurance

Specimen Handling
Infection Control
Medical Waste Removal
Northern/Western Blot Analyses

Professional Experience

ALL SAINTS HOSPITAL, West Islip, New York

1996 to Present

Laboratory Technician

Work collaboratively with a medical technologist to maintain a compliant department that strictly adheres to regulatory guidelines. Interface with all concerned throughout multiple hospital units. Perform laboratory tests, routine preventive maintenance, and quality control procedures. Analyze, interpret, record, and communicate test results, and ensure the integrity of computerized systems and high-end equipment functionality.

- Coordinate in-service training programs for new clinical assistants.
- Continue to reduce the annual error rate for specimen testing by 20%.
- Participate in audits to ensure regulatory compliance and state funding.
- Render off-site phlebotomy services across the medical community.

Education

Suffolk County Community College, Brentwood, New York

Associate in Applied Science: Medical Laboratory Technology, 1992

- **New York State Certified Phlebotomist**
- **Member, American Association for Clinical Chemistry**

References Furnished Immediately upon Request

Keywords

Analysis and Reporting
Bone Marrow Slides
Chemistry
Clinical Data Processing
Coagulation
Cross-Trained
Customer Care
Fire and Safety
Hematology/Phlebotomy
Infection Control
In-Service Training
Inventory Control
Medical Laboratory Procedures
Medical Waste Removal
Northern/Western Blot Analyses
Quality Assurance
Specialized Equipment Care
Specimen Handling
Urinalysis
Venipuncture

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an evening shift laboratory technician of 10 years, I am recognized for my ability to prioritize, coordinate, and perform tasks concurrently during periods of limited staffing and supervision. I offer cross-trained experience in areas of hematology, phlebotomy, blood bank, urinalysis, coagulation, chemistry, bone marrow slides, vital signs, venipuncture, and fire and safety. I am confident that my technical, clinical, and administrative abilities would ensure the integrity of your hospital's laboratory functions in areas of quality assurance, clinical data processing, and specialized instrument/equipment care management.

LIBRARIAN

Keywords

Library Science
Librarian
MLS (Master of
Library Science)
ALA Accredited
University
OCLC
OCLC MARC
Format
Cataloguing
Dewey Classification
Multiple Disciplines
Circulation
Online Circulation
Customer Service
Reference Librarian
Children's Librarian
Business Librarian
Readers' Advisory
Literacy
Grant Writing
After-School
Programs
Tutoring
Internet Research
Library of Congress
Subject Heading

Resume

Rachel Oster

6738 N. Frostwood Parkway
Peoria, Illinois 61615
(309) 555-2445 / email@email.com

School Librarian

Fostering a love of learning in young people of all ages for 15 years

Children's Librarian / Reference Librarian

Forging Links with Children, Parents, and Educators to Enhance Learning

Information and resource specialist with a background in the development of numerous after-school programs. Excellent research and organizational / cataloguing skills combined with the ability to communicate effectively with people at all levels and provide first-class service.

Core Strengths

Tutoring	Promoting Literacy
Reader's Advisory	Internet Research
Cataloguing	Multiple Disciplines (languages/social sciences/literature)
On-Line Circulation	Providing Positive Customer Service

Professional Experience

FORBES SCHOOL SYSTEM, Forbes, Illinois

1990 to Present

Librarian

Oversee all operations for a library serving four schools, elementary through high school, with responsibility for the hiring, scheduling, and supervision of part-time student staff. Serve as reference librarian to students of all ages. Collaborate with teachers to coordinate library time and training for various classes, and direct multiple after-school programs.

- Conducted a thorough assessment of the information systems of other school libraries, both through personal visits and via telephone with librarians, and updated the Forbes Library to incorporate many of their features.
- Implemented specialized catalogues and indexes, making research materials more accessible.
- Setup a "Computer Day" one Saturday each month to teach Internet research to interested students.

Education

UNIVERSITY OF ILLINOIS, Urbana, Illinois

Master of Library Science (MLS), 1989

Bachelor of Science in French; Minor in Spanish, 1986

Bachelor of Science in Human Relations; Minor in English Literature, 1983

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Of course, I have an MLS from an ALA Accredited University. In addition, I have extensive coursework in multiple disciplines including history, psychology, French, and Renaissance literature. But I believe that all the knowledge in the world isn't very helpful to a librarian who doesn't possess good customer service skills, so I have always tried to be very sensitive to the needs of our patrons. In that regard, I've developed a number of activities and events to reach multiple populations, including an adult literacy program, and an after-school tutoring and homework-help program.

LIMOUSINE DRIVER

Resume

Andrew Bankwell
24-680 Waikiki Boulevard
Honolulu, Hawaii 96818
(808) 555-3265 / email@email.com

Professional Chauffeur
Enhancing the Limousine Experience

Airport Transfers / Special Events / City Tours
Courteous and Professional

Expert driver with detailed knowledge of island roads and sight-seeing points of interest. Experienced with stretch limos and luxury SUVs. Hold current commercial driver's license.

Core Strengths

Customer Service	Customer Loyalty
Itinerary Planning	VIP Handling
City Tours	Sight-Seeing Destinations
Entertainment Destinations	Special Occasions

Professional Experience

STRETCH OF THE IMAGINATION LIMOS, Honolulu, Hawaii 1995 to Current

Limousine Driver / Chauffeur

Primary activities include client/VIP airport pick-up for area businesses. Also drive for variety of exclusive events, including weddings, birthdays, and graduations. Accountable for light cleaning and minor maintenance of vehicles. Ensure adequate supply of convenience items (newspapers, magazines, and drinks) and proper functioning of cellular phone, CD player, and television. Teach quarterly safety training class for new chauffeurs.

- Regularly receive positive letters of commendation from satisfied local and international clients.
- Received *Chauffeur of the Year 2001 Award* for customer loyalty.
- Researched and wrote circle-island limousine tour script.

Education

Kapiolani Community College, Honolulu, Hawaii
Associate of Science / Hospitality Management, 1991

- Internship at Royal Hawaiian Hotel

References Furnished Immediately upon Request

Keywords

Chauffeur
Stretch Limousines
Luxury SUVs
Airport Transfers
Special Occasions
Weddings
Birthdays
Bachelor Parties
Graduations
City Tours
Business Client
Pick-Up
VIPs
Commercial Driver's
License
Safety Training
Customer Service
Customer Loyalty
Convenience Items
Itinerary Planning
Entertainment
Destinations
Sight-Seeing
Destinations

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a limousine driver, I will contribute to your profitability through my ability to create loyal customers. I am a reliable, courteous, and detail-oriented driver. I skillfully anticipate the needs of my passengers. I have driven for literally hundreds of special occasions, from birthdays to wedding anniversaries, and conscientiously set the appropriate atmosphere for each. In addition, my island-wide tour itineraries have become somewhat legendary—clients love them and regularly refer friends to me.

LOAN OFFICER

Keywords

Mortgage Banking
Loan Production
Lending Products
Conventional A thru
D Paper
Commercial Loan
Consumer Loan
Conventional, FHA,
and VA Mortgage
Loans
HUD1
Origination Fees
Broker Fees
Discount Fees
YSP Fees
SRP Fees
Rate Sheets
Desktop
Underwriting
Prime/Subprime
Lending
Banking
Point-of-Sale
Systems
Secondary
Marketing
Preapproval
Programs

Resume

Ryan Smith
309 Main Street
Albany, New York 06548
(518) 555-1122 / email@email.com

Mortgage Loan Officer / Originator
Prime & Subprime Markets

Top-Producing Loan Officer
Expert in Mortgage Banking, Training, Sales, and Finance

Loan officer with extensive experience underwriting multifamily and commercial real estate loans and providing lending products in branches of a bank having the highest rate of growth in the state.

Core Strengths

Loan Origination Programs
Desktop Underwriting
Point-of-Sale Systems
MS Business Administration

FHA, VA, and Conventional Products
Preapproval Programs
Financial Services Reporting Software
Conventional A thru D Paper

Professional Experience

Norwest Financial, Albany, New York 1998 to Present

Senior Loan Officer

Reporting directly to the director of the branch, manage eight loan officers with responsibility for \$288 million in production, plus full responsibility for training. In addition to personal account management and sales responsibility, recruited to design point-of-sale systems and preapproval programs to boost market share in a highly competitive market.

- Closed over **\$30,000,000** in FHA, VA and conventional products since 1998.
- Established eight new locations nationwide.
- Increased loan volume by 50% resulting in \$18,000,000 in new revenue.
- Established equity loan products including primary and secondary trust deeds.

Education

University of Michigan, Ann Arbor, Michigan
Masters in Business Administration/Finance, 1997

- Member, National Association of Mortgage Brokers
- MS Word 1997, Excel, Access, and WordPerfect

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a senior loan officer with more than five years of successful service, I offer extensive experience in both prime and subprime lending markets. You will find that I have a verifiable track record of success for meeting and exceeding sales objectives, and will consistently deliver strong revenue and profit contributions through aggressive account management and superior customer service initiatives.

Team-Fly®

LOSS PREVENTION MANAGER

Resume

Joel S. Lawson
3 Bradford Drive
Bristol, CT 06010
(860) 555-1212 / email@email.com

Loss Prevention Manager
12 years' experience with nationally recognized retailers

Proven expertise in reducing retail losses through proactive measures

Driven to achieve substantial reductions in profit losses through leadership, vigilance, and planning and execution of top-notch loss prevention strategies.

Core Strengths

Asset protection	Policies and procedures
Fraud training	Electronic surveillance
Auditing	Undercover operations
Security reports	Internal theft investigations

Professional Experience

COACH, Inc. New York, NY 1990 to Present
Loss Prevention Manager (1994–Present)
Loss Prevention Associate (1990–1994)

Oversee activities pertaining to loss prevention in 300 stores across the United States. Review audits of store inventory and assess discrepancies. Consult with company executives regarding inventory inconsistencies. Formulate and administer company policies with regard to antitheft procedures at the store level. Train store personnel in proper procedures for interacting with customers engaged in dishonest activity.

- Achieved a 40% reduction in shrinkage from 1996 to 2001.
- Researched, evaluated, purchased, and implemented state-of-the-art surveillance equipment for all stores. New equipment, prominently displayed, is credited with a reduction in store theft.
- Instituted undercover operations using store detectives posing as sales staff. To date informants have identified 10 company employees involved in theft of merchandise.

Education

Long Island University, C.W. Post Campus, Brookville, NY
Bachelor of Arts, Criminal Justice, 1990

References Furnished Immediately upon Request

Keywords

Asset Protection
Inventory Shortage
Analysis
Electronic
Surveillance
Security Operations
Industrial Security
Stolen Property
Store Detectives
Undercover
Operations
Auditing
Security Breaches
Employee Integrity
Interviews
Policies and
Procedures
Revenue Loss
Security Reports
Informants
Internal Theft
Investigations
Physical Inventory
Shrinkage
Chargebacks
Fraud Training

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

There are many similarities between the challenges your company has and the ones present in the company I am with now. As I see it, the number of stores, the type of items sold, and even the typical customers, are strikingly similar. As such, I can offer my ability to hit the ground running. I am confident that my full knowledge of asset protection including physical inventory monitoring, fraud training, and security reporting will provide the answers to any difficulties you have in this area.

MANAGEMENT

Keywords

Decision Making/
Analysis
Accounting
Budget Control
Staff Training &
Development
Cost and Quality
Business Taxation
Customer Service
Forecasting and
Analysis
Operations
Management
Process
Management
Business
Development/
Administration
Organizational
Leadership
Team Building &
Leadership
Problem Solving
Budget Development
& Administration
Sales & Marketing
Relationship
Building
Goal Setting/
Incentive
Programs
Organizational
Leadership
Profit and Loss

Resume

Justin Coury
3452 Broman St.
Cincinnati, Ohio, 45327
(513) 555-4567 / email@email.com

Management
Combining organizational leadership with profit & loss experience
Decision Making/Analysis • Staff Training & Development
Business Development/Administration • Budget Development

Extremely motivated entry-level management professional offering formal education in management as well as hands-on management experience within fast-paced retail settings.

Core Strengths

Accounting	Customer Service
Budget Control	Forecasting and Analysis
Cost and Quality Theory	Process/Operations Management
Business Taxation	Team Building & Leadership

Professional Experience

FOOTPROOF, Cincinnati, Ohio 2000 to Current

Manager

Ensure performance of daily operations within fast-paced shoe retail store ranked third in region. Accountable for proactive sales and marketing of store items as well as developing problem-solving strategies that address profit and loss issues. Provide excellent customer service, and focused on expanding referral base by building relationships with repeat customers.

- Increased store profits by 35% within only three months of employment.
- Successfully implemented new goal setting/incentive programs.
- Recipient of "Golden Foot" for consistently exceeding store goals.
- Decisively replaced lagging employees with goal-driven individuals.

Education

Klipplinger College of Business, Boulder, Colorado

Bachelor of Science, Management, 2000

- Young Professionals student chapter, vice president
- Honors Society, member

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have paid for nearly 90% of my education while serving as a sales associate in a retail setting. Promoted to a management position, I have been afforded the opportunity to gain hands-on experience in profit/loss, staff hiring/development, and business development processes. Reinforcing my professional experience is a formal education in business management, which added to my knowledge in budget development and administration, forecasting/analysis, and operations management, will produce successful results.

MANUFACTURER'S REPRESENTATIVE

Resume

Mark Williams
3443 Sandy Hill Drive
Birmingham, Alabama 35201
(205) 555-1212 / email@email.com

**Manufacturer's Representative (A vested partner in your success)
Building and keeping OEM sales high—at the lowest cost of sales**

**Compiling, tracking, and using comprehensive customer databases
to great advantage
Maintaining steady territory presence**

An experienced, "hungry" sales professional with an in-depth knowledge of a rich and developing territory. A master at finding and using competitive intelligence to put us inside your competitors' sales decision cycles.

Core Strengths

Closing	Anticipating specific customer needs
Selling related, but not competitive, products	Making every call a relationship call
Building or recovering distributor networks	Finding emerging markets

Professional Experience

Vulcan General Manufacturing, Birmingham, Alabama	1992 to Current
Manufacturer's Representative	

Manage a large territory effectively and efficiently. Find and cement lasting relationships with purchasing decision makers. Develop, implement, and continually improve marketing and sales strategies that match our corporate strengths with our customers' ever-changing needs. Increase the number of SKUs sold to each account

- Reignited a distributor network that had been neglected for years. Sales up 22%.
- Captured an account that had relied upon a traditional sales rep. for five years. Revenue from this account exceeds \$250K annually.
- Increased add-on sales last quarter at the highest rate ever recorded for our company.

Education

University of Alabama, Birmingham, Alabama
Bachelor of Science in Marketing, 1990

Keywords

Manufacturing
Construction
Metals and Raw
Materials
Fabrication
Consulting Services
Customer Database
Decision Cycle
Emerging Markets
Entrepreneur
Increasing the
Number of SKUs
Independent
Marketing
Partners
Market Niche
OEM Business
Product Knowledge
Qualified Dealer
Network
Recover and Build a
Distributor
Network
Related but Not
Competitive
Products
Relationship Calls
Field Sales
Steady Territory
Presence

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

You should put me on your team if you want to minimize the cost of sales and maximize your return on investment. I could never have been successful as a manufacturer's rep. without the polished skills that come with years of solid performance as a sales professional. Add to that credential a detailed knowledge of your territory, a permanent presence before your customers, and relationships that let me exploit industry trends faster than ever-changing sales forces and we have a solid foundation for a mutually profitable arrangement. Remember, because you don't pay me a base salary, I must sell in order to live.

MARKETING MANAGER

Keywords

Project Management
Brand Recognition
Market Share
Collateral Material
Direct Marketing
Communication Strategies
Media Relations
Press Releases
Intranet
Web Site
Distribution Channels
Product Offerings
New Product Launch
Quark XPress, FrontPage, Flash, Java, HTML
Vendor Sourcing/Outsourcing
Talent Management
Competition, Market, Trend Analysis
Consumer Relations
Marketing Plan Development
Strategic Planning

Resume

Robin Claterbaugh
736 Marquette Avenue
Milwaukee, Wisconsin 53202
(414) 555-1492 / email@email.com

Marketing Manager

Creative, innovative marketing manager with expertise in creating sales collateral, direct marketing, and communication strategies to drive revenue, product offerings, and new marketing opportunities.

Core Strengths

Project management	Media relations
Web marketing and e-solutions	Trend/market analysis
Talent management	Strategic marketing plans
Brand recognition	New product launch

Professional Experience

MORGAN BANK, Milwaukee, Wisconsin 1998 to Present

Marketing Manager, Insurance Division

Administer a \$2 million marketing budget. Create sales collateral, direct marketing, and communication strategies to drive revenue, grow product offerings, and identify new marketing opportunities for this \$300 million division. Identify methods to market strategically and drive sale and distribution of insurance products through distribution channels. Keep abreast of competition and trends. Manage vendor relationships.

- Strategized and collaborated with SJ Bank to develop communication program, including page of Morgan Bank's Intranet, regarding its acquisition. Coordinated media relations for coverage of acquisition.
- Created and developed pages for Major Bank Insurance Group's intranet. Project involved converting policies/procedures into HTML, creating electronic access to newsletter, site navigation testing, and more.

Education

University of Wisconsin-Milwaukee, Milwaukee, Wisconsin

Bachelor of Business Administration: Marketing, 1995

- Member of the American Marketing Association—Student Chapter

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an innovative, results-oriented marketing manager, I am experienced with creating and developing sales materials/collateral, direct marketing, and communication strategies to drive revenue, grow product offerings, and identify new marketing opportunities. In one project, I utilized HTML to convert policies, procedures, and product information for our company Web site, which significantly increased sales and market share. I have also had a tour in sales, which enables me to understand that both sales and the end customer are my two customers.

MEDIA BUYER

Resume

Ross Johnson
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Media Buyer
Highly Skilled in Branding Strategies within International Markets
Experienced in Multimedia Technology and Strategic Positioning
Solid Purchasing and Marketing Experience

Talented media buyer and marketing professional with a unique balance of hands-on experience. Thorough understanding of strategic positioning, buy analysis, multichannel media distribution, and negotiation techniques.

Core Strengths

Corporate Communications
International Markets
Client Relations
Branding Strategies
Buy Analysis

Print Advertising
Imaging Technology
Electronic Media
Purchasing
Quality Assurance

Professional Experience

MEDIA NOW TECHNOLOGIES—Hamond, IL

1999 to Current

Assistant Media Buyer

Manage 10 top-level key accounts in directing all aspects of international media buying. Collaborate with top-level client management teams to review branding strategies, negotiate purchasing terms, and ensure strategic positioning by selecting quality electronic, print, and television media. Oversee client relations, quality assurance, corporate communications, and contracts for additional creative services.

- Negotiated major media buys for all 10 clients with \$22.5 million to profits.
- Played a key role in three clients' breaking into international markets.
- Reengineered internal buy analysis strategies, increasing accuracy by 30%.
- Created six national and four international brand management campaigns.

Education

UNIVERSITY OF ILLINOIS, Collinsville, Illinois

Bachelor of Arts: Marketing 1998

Bachelor of Arts: Corporate Communications 1987

Keywords

Marketing
Purchasing
Buying
Corporate Communications
Multimedia Technology
Strategic Positioning
Buy Analysis
Print Advertising
Television
Imaging Technology
International Markets
Negotiation
Multichannel Media Distribution
Client Relations
Quality Assurance
Advertising Communications
Brand Management
Creative Services
Electronic Media
Branding Strategies

Interview Q&A Using Keywords

Why Should Our Company Hire You?

Because I have held both buying and marketing positions, I know the business from both sides. I have a thorough understanding of media marketing, brand management, and strategic positioning from my previous experience, which better equips me to buy media effectively for my clients. I also have solid Corporate Communications and Marketing credentials, along with hands-on experience in print advertising and television.

MEDICAL BILLING SUPERVISOR

Keywords

Accurate Transactions
Verify Insurance
Patient Eligibility
Coding
Processing Claims
Patient Benefit Payments
Billing Problems
Payment Delays
Accounts Receivable
Reports and Statistics
Patient Confidentiality
Explanation of Benefits
Managed Care
Employee Assisted Programs (EAP)
Billing Software
Policies and Procedures
Supervising Employees
Multiple Projects
Medicare
Medical Billing

Resume

Karen Odom
789 White Boulevard
Dallas, Texas 75240
(972) 555-1212 / email@email.com

MEDICAL BILLING SUPERVISOR
with 14 years of diversified experience

**Consistently commended for accurate transactions
and a low percentage of delays in payments**

A dedicated medical billing supervisor with experience in fast-paced environments with Dallas-based healthcare companies focusing on streamlining procedures to maximize productivity and profitability.

Core Strengths

Managed care experience
Rapid processing of claims
Low delays in payments
Team environment of employees

Employee-Assisted Programs (EAP)
Accurate transactions and coding
Resolve patient problems quickly
Excellent reports and statistics

Professional Experience

DALLAS MEDICAL PRACTICE, Dallas, Texas

1990 to present

Medical Billing Supervisor

Supervise a team of six employees in the daily verification of insurance, patient eligibility, coding, and processing of claims. Ensure that accurate transactions are entered as fast as possible and research any billing problems to eliminate "explanation of benefits notices" and delays in payments from insurance companies. Prepare weekly and monthly reports and statistics for the Clinical Director and Chief Financial Officer.

- Managed the successful processing of 20,000 billings/claims in 2001.
- Maintained a 96% to 98% accuracy rating of all transactions.
- Increased employee productivity by revising job responsibilities.
- Implemented new medical billing software and trained all employees.

Education

Richland College, Richardson, Texas
Associate of Arts Degree; 1987
Major: Accounting
GPA: 3.75

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have 14 years of medical billing supervisory experience with Dallas-based healthcare companies. My supervisors have consistently commended me for accurate transactions, coding, and processing of claims with a low percentage of delays in payments. I have also built a team of dedicated employees who concentrate daily on resolving problems and providing excellent service to all patients while maintaining strict confidentiality. My outstanding accomplishments are proof of how I will contribute greatly to your company.

NATIONAL ACCOUNT SALES

Resume

Tonya Stevens
815 Carmack Way
Tipp City, Ohio 45371
(937) 555-3396 / email@email.com

National Account Sales
Dynamic Career in Sales, Management, & Marketing in fiercely competitive, high-growth businesses. Expert in managing top-producing organizations.

**New Product Launch / Profit & Loss Control / Key Account Management
Strategic, Sales, & Business Planning / Marketing & Advertising**

Outstanding presentation, negotiation and sales-closing skills. Ability to merge cross-functional teams. Consistently achieve objectives, even during periods of increased competition & economic downturns.

Core Strengths

Teaming & Leadership	Consultative Sales
Direct & Indirect Sales	Global Marketing
Revenue & Profit Growth	Multichannel Distribution
Time Management	Attention to Detail

Professional Experience

PITNEY INDUSTRIAL SALES 1987 to Current

National Accounts Manager

Direct nationwide group of sales professionals serving manufacturing industry. Fully responsible for profit & loss of 12 sites with annual sales of \$150M. Direct supervision of 12 managers; indirect responsibility for 200 people. Recognized for achieving highest sales increase and lowest attrition rate in corporate network. Consistently received performance-based promotions to company's key management team.

- Increased 2002 sales 22% first quarter; repeat sales grew 12%.
- Led organization to first place for international sales.
- Received company's most prestigious profit award last three years.
- Named *Top Accounts Manager* seven years in row.

Education

Miami University, Oxford, Ohio

Bachelor of Science, Organizational Management, 1992

- GPA: 4.0
- Class Valedictorian

References Furnished Immediately upon Request

Keywords

Account Development
Account Management
Account Retention
Competitive Analysis
Consultative Sales
Customer Loyalty
Customer Satisfaction
Direct Sales
Indirect Sales
Global Markets
Key Account Management
Product Launch
Multichannel Distribution
Negotiations
Profit & Loss
Sales Closing
Solutions Selling
Team Building/Leadership
Profit Growth
Revenue Growth

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I came up through the ranks, so I understand the problems that every sales representative faces, every day, to keep the company strong in tough markets. My strength lies in consultative selling that provides solutions for customers. Most sales people have a difficult time developing and nurturing relationships with large accounts, and approaching them strategically. I excel in developing, managing, and retaining highly profitable accounts by looking at the larger picture from the customer's perspective. As a member of your sales management team, I can take a leadership role in advancing your direct, indirect, and global sales efforts. I can also handle new product launches, from planning to putting them in the customers' hands.

NETWORK ARCHITECT

Keywords

LAN/WAN
TCP/IP Networking
Protocols
Cisco VPN Solution
Technical Support/
Documentation
Analytical Problem
Solving
Client/Server
Programming
Routing
Configuring,
Debugging,
Programming at
Network Level
Windows NT/2000
Novell
SQL, Oracle
Communication
Skills
Team Player
Cisco Certified
Network Associate
(CCNA)
Network Security
Multisite Exposure
Budget
Development/
Compliance
Purchasing
Project Management
Disaster Recovery
Plans

Resume

Vernon P. Schultz
1982 Grafton Street
Grafton, Wisconsin 53024
(262) 555-1122 / email@email.com

Cisco Certified Network Associate
Eliminates downtime through LAN/WAN design and administration

Configuring, programming, and debugging at network level
Communicates solutions and provides technical support

Innovative network architect with expertise configuring, programming, and debugging Windows NT/2000 and Novell LAN/WAN, including client/server programming, to eliminate downtime.

Core Strengths

Project management
Hardware/software purchasing
Multisite environments
Client/server programming

Technical Support
Budget development/compliance
TCP/IP networking protocols
Cisco VPN Solution

Professional Experience

NETWURX UNLIMITED, Waukesha, Wisconsin

1998 to Present

Network Architect, CCNA

Support global Microsoft server infrastructure in a global company with business efforts in 50 countries. Support, administer, and design NT, Novell, and OS/2 systems and networks. Install hardware for Windows NT and OS/2 workstations. Set up Distinct, Rumba, Cisco Secure, and Ethernet configurations. Provide technical support to more than 2500 internal users at all levels. Travel nationwide to resolve system issues or set up/install new systems, applications or upgrades. Source vendors to purchase complete systems.

- Coordinated installation of 28-site frame relay supporting AS/400 5394 and 5494 controllers, terminals, and printers for key manufacturer. Tied project into AT&T frame and Internet Security utilizing Cisco's PIX firewall.
- Directed Novell-to-NT server migration.

Education

Milwaukee School of Engineering, Milwaukee, Wisconsin

Bachelor of Science, Computer Science, 1995

- GPA: 3.5
- Member of Tau Beta Pi Engineering Honor Society

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a Cisco Certified Network Associate, I possess broad-based server and network experience including hardware, software, and network configuration, programming, troubleshooting, and repair, as well as user training. Additionally, I possess experience working with third-party vendors and negotiating favorable terms to purchase complete systems, hardware, software, and services. With this expertise, I can virtually eliminate downtime and keep your network operating smoothly.

NETWORK ENGINEER

Resume

Connie Connect
888 Current Way
San Jose, California 95112
(408) 555-1122 / email@email.com

Network Engineer
Five years' experience in Communications Engineering
Certified Network Engineer

Certified network professional adept in latest technology. Strong installation, troubleshooting, and administration skills. Able to meet and exceed expectations in quality and rollout. Expertise in routing protocols.

Core Strengths

TCP/IP
Windows NT
Installation
Remote access

Cisco
Novell NetWare
Troubleshooting
Extranet

Professional Experience

ConnectNet, San Jose, CA

1995 to 2001

Communications Engineer

Responsibilities:

Planned, built, and managed computer network infrastructures. Integrated new hardware and software into existing networks. Created new local and wide area networks. Designed wire line and wireless linkages for simple and complex systems. Provided technical support and troubleshooting for installations and maintenance phases of project.

- Installed remote access system for global company of 15,000 employees
- Piloted design of broadband system
- Designed Virtual Private Network using public network transport
- Developed security access controls including sign-on, filters, firewalls

Education

Stanford University, Palo Alto, California

Bachelor of Science / Communications Engineering, 1994

- California Institute of Technology, Pasadena, California
- Certified Network Engineer 1995

References Furnished Immediately upon Request

Keywords

TCP/IP
Unix
Windows NT
Local Area Network, LAN
Wide Area Network, WAN
Internet
Routing Protocols
Troubleshooting
Servers
Telecommunications
Cisco
Circuit Design
Installation
Integration
Firewalls
Remote Access
Extranet
Network Design
Infrastructure
Novell NetWare

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am an experienced Certified Network Engineer with excellent customer service and communication skills. I utilize the latest technology to customize system solutions that exceed customer expectations. Coordinating vendors, coupled with tenacious problem solving and troubleshooting, allows me to bring the project in ahead of schedule. I took the initiative to upgrade my skills in security and designed a virtual private network. I describe myself as a self-starter, attentive to detail, and cost conscious.

NONPROFIT PROGRAM DIRECTOR

Keywords

After-school Programs
Agency Relations
Board Elections
Budget Planning
Caseload Management
Curriculum Development
Day Care Center Inspections
Early Childhood Development
Exit Conferences
Federal Funding
Health and Safety
High-Scope Trainer
Individual Education Plans
Nonprofit Fund Raising
Program Evaluation and Analysis
Regulatory Compliance
Requests for Funding Proposals
Research Studies
Student Advocate
Teacher Training

Resume

Carolyn Freeman
90-A Gillespie Avenue
Ozone Park, NY 11418
(718) 555-2222 / email@email.com

Nonprofit Program Director
30-year career in education and program management

Preschool and School-Aged Day Care Centers
Early Childhood Development Programs

Dedicated, accomplished program director with a career ensuring the quality of education with a focus on the planning, development, and implementation of educational programs for early childhood development.

Core Strengths

Program Evaluation
Agency Relations
Budget Planning
Facilities Inspection

Curriculum Development
Requests for Funding Proposals
Regulatory Compliance
Board Elections

Professional Experience

High Bridge Learning Center, New York, New York

1989 to Current

Program Director

Guide the evaluation of early childhood development programs, and determine programmatic and facility ratings based upon curriculum content, staffing, regulatory compliance, facility conditions, and health and safety guidelines. Plan budgets, prepare requests for funding proposals, and confer with Board of Education and agency officials on a range of educational, budgetary, and regulatory issues.

- Cochair Board elections; hold Certified Parents Association meetings.
- Manage a caseload of 150 preschool and school-aged day care centers.
- Conduct weekly Exit Conferences to present findings of evaluations.
- Serve as a High-Scope trainer, and advocate for special needs students.

Education

Education, Queens College, Flushing, New York

Master of Science: Education, 1985

- **New York State Certification, Nursery through Sixth Grade**
- **Administration Training for Educational Directors**

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have a strong interest in your early childhood development program, and believe my experience as a classroom teacher and program director overseeing similar programs would be of value. I offer strengths in areas of day care and after-school program evaluation and analysis, proposal development, curriculum and Individual Education Plan development, educational facilities inspection, federal funding, health and safety compliance, teacher training, research studies, and Board elections.

Team-Fly®

NURSE

Resume

Louise Lamarr
2858 Fir Street
Ventura, California 93003
(805) 555-1122 / email@email.com

Registered Nurse (RN-BSN)
Nursing Home and Convalescent Care Management

Skilled Diagnostics and Treatment Planning
Quality through Compassionate, Managed Care

Ardent communicator with over 14 years of providing medical services to geriatric patients in state licensed, long-term care facilities.

Core Strengths

Resident Assessments
Treatment Plan Development
Case Management

Acute Care / Long-Term Care
Diagnostic Models
Patient Education

Professional Experience

SEAVIEW GERIATRIC CARE CENTER
Ventura, California

Charge Nurse—Registered Nurse (RN II) 1995 to Current

Direct the admission, treatment, and discharge of patients in this 120-bed nursing home. Consult with interdisciplinary team members regarding patient treatment and implementation of patient care plans. Instructed patient and family diagnosis, prognosis, and in-residence care.

- Resident expert and staff trainer in the Resident Assessment Instrument and the Minimum Data Set.
- Initiated and conducted a series of practice RAI/MDS audits. Seaview has earned 100% compliance on all inspections since 1998.
- RAI/MDS Facilitator certification expected in September 2002.

Education

California State University at Northridge, California
Bachelor of Science, Nursing (BSN) / 1994

References Furnished Immediately upon Request

Keywords

Registered Nurse (RN)
Long-Term Care
Managed Care
Health Care
Case Management
Prognosis
In-Residence Care
Patient Admissions and Discharge
Treatment Plans
Rehabilitation Plans
Patient Care Plan
Problem Solving
Clinical Intervention
Diagnostic Models
Minimum Data Set (MDS)
Resident Assessment Instrument (RAI)
Nursing Homes
Communications Skills
Patient Education
Life Support Monitoring Equipment

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

During my entire 14-year nursing career in state-licensed nursing homes, I have been an advocate of compassionate care and efficient treatment for my patients and their families. While high costs accompany quality care, my expertise in the use of rapid and accurate intake and discharge assessment tools such as the Resident Assessment Instrument and the Minimum Data Set can not only ensure that the facility meets its regulatory requirements, but also help eliminate unnecessary stays and treatments.

NUTRITIONIST

Keywords

Integrative Care
Meal Plans
Dietetic & Nutrition Services
Treatment Plans
Metabolic Typing
Chelation Therapy
Intravenous Vitamins & Minerals
Immunology
Therapeutic Skin Care Analysis
Biochemistry
Metabolic Nutrition
Enzyme Nutrition
Rehabilitation Services
Nutrition
Natural Allergy Treatment
Client Consultation/Analysis
Holistic Approach
Diet, Exercise, & Lifestyle
Vitamin Supplementation
Nutrient Depletion

Resume

Janice Scott, CN
123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Certified Nutritionist
Highly Skilled in Holistic Approaches to Health and Fitness
Natural Allergy Treatment / Therapeutic Skin Care Expertise
Integrate Various Diets, Supplement Protocols, and Enzyme Approaches

Results-oriented, enthusiastic, and highly accomplished certified nutritionist with a solid track record of assisting patients at all age levels in overcoming various health problems including diabetes, ADD, allergies, and weight issue.

Core Strengths

Metabolic Typing
Metabolic Nutrition
Rehabilitation
Natural Allergy Treatment
Patient Analysis

Integrative Care
Biochemistry
Well Family Guidance
Therapeutic Skin Care
Treatment Plans/M meal Plans

Professional Experience

NUTRITION PLUS—Janesville, IL

1992 to Current

Director of Nutrition

Spearhead and manage various nutritional outreach programs for this thriving organization providing services to hospitals, nursing homes, clinics, and other large entities/corporations. Supervise, train, and mentor a staff of eight in all aspects of performing client consultations/analysis, introducing vitamin and mineral supplementation, and reinforcing a holistic approach involving the nutrition, exercise, and lifestyle changes needed to obtain optimum health.

- Pioneered a highly successful Family Wellness Guidance program.
- Increased annual revenues through new programs by 60%.
- Recruited and hired new staff members to assist in managing new business.

Education

STATE UNIVERSITY OF ILLINOIS—Mercer, Illinois

Bachelor of Science in Nutrition/Biochemistry (1988)

Certifications: Certified Personal Trainer (1990) • Illinois State Certified Nutritionist (1989) • Certified in Hair Analysis (1989)

Interview Q&A Using Keywords

Why Should Our Company Hire You?

I believe in a holistic approach to health because health is much more than just the absence of disease. Optimum health is to thrive in a state of vitality. The way I accomplish this is through proper client analysis and the implementation of vitamin supplementation, diet, exercise, and lifestyle changes, enzyme nutrition, chelation therapy, natural allergy and skin care treatments, and the integrative care methods. This balanced and whole body approach has proven highly effective because it is a multisided approach and brings on a more rapid achievement of positive results.

PARALEGAL/LEGAL ASSISTANT

Resume

Tina Vitou
4230 Dove Drive
Citrus Heights, California 95621
(916) 555-1122 / email@email.com

Certified Paralegal

Dedicated to providing superior, uninterrupted administrative support to legal and nonlegal staff.

Confident, articulate, and results-oriented legal support professional offering a strong foundation of education and experience. Creative and enthusiastic with a proven record of success in prioritizing and processing heavy workflow without supervision. Superior organization and communication skills, committed to personal and professional growth.

Core Strengths

Client/Trial Preparation
Research & Support
Domestic Relations
Exhibits/Witness Lists

Subpoena & Affidavit Preparation
Motion & Order Preparation
Discovery/Client Interviewing
Memoranda of Law

Professional Experience

County Attorney's Office—Fremont, CA

1995 to Present

Paralegal

Conduct in-depth research and summarize depositions, declarations, and memoranda of law. Organize documents for trial, and assist with jury instruction. Provide litigation support by assisting with case presentation including independent preparation of motions, affidavits, pleadings, and subpoena responses.

- Promoted above peers to paralegal position after serving as intern.
- Repeatedly noticed by senior attorneys for accuracy and precision handling of documents in time-critical and key litigation cases.
- Formally recognized for superior performance by the state government of California.

Education

Sullivan College, San Francisco, CA
Associates of Science Degree, Paralegal Studies

- Magna Cum Laude distinction
- Commissioned Notary Public at Large

Keywords

Litigation Support
Paralegal/Legal Assistant
Deposition
Pleadings
Declarations
Memoranda of Law
Trial Preparation
Subpoena/ Subpoena Response
Affidavit
Jury Instructions
Case Investigations
Civil/Criminal
Domestic Relations
Motions
Orders
Research/Discovery
Power of Attorney
Exhibits
Complaints
Witness List Preparation
Client Interviewing

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am committed to the highest standards of performance, and am looking for a long-term employment relationship. My areas of specialty are civil law, domestic relations, research and discovery, client interviews, and document preparation, which, as I understand your requirements, make me a perfect match for your position. I will be able to provide the support you require immediately without further training, and am ready to begin when you are!

PEOPLESOFT CONSULTANT

Keywords

Business Solutions
Change Analysis
Contract Negotiation
Development Life Cycle
Fit Gap Analysis
Internet Architecture
Labor Productivity
Payroll
PeopleSoft
Needs Assessment/ Consultation
Planning and Development
Project Management
Seamless Integration
Self-Serve Technology
Systems Implementation
Human Resources
Technical Writing
HRMS
Employee Benefits
Vendor Management

Resume

Lin Chin Wong
18-A Kissena Blvd.
Flushing, New York 11355
(718) 555-2220 / email@email.com

PeopleSoft Consultant
20-year career leading HRMS projects into production

**PeopleSoft HR/ADP Payroll Interface/Base Benefits
Financials/Distribution/Manufacturing**

Functional and Technical PeopleSoft Consultant with a verifiable record of success in guiding the mass deployment of multimodule PeopleSoft HRMS implementation projects for government and Fortune 1000 clients.

Core Strengths

Project Management	Team Leadership
Planning and Development	Needs Assessment/Consultation
Self-Serve Technology	Vendor Management
Technical Writing	Development Life Cycle

Professional Experience

GROELGER-PARAMUS, New York, New York 1992 to Current

PeopleSoft Consultant

Spearhead multiple PeopleSoft HRMS projects in charge of planning, developing, and implementing task-specific, customized modules. Develop self-serve Internet architectures in response to requirements for Web-based technology. Conduct fit gap analyses to gauge labor productivity and data integrity throughout the development life cycle.

- Led firm to compete on a global scale for eight consecutive years
- Successfully lead multimillion-dollar government contract negotiations
- Cost-effectively strengthen teams through train-the-trainer programs
- Author technical and user manuals for companywide distribution

Education

Queens College, Flushing, New York, 1988

Bachelor of Arts: Mathematics

- PeopleSoft V5.10-8.0, Oracle, Unix, ERP, SAP
- SQL7, Sybase, Informix, COGNOS

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an accomplished PeopleSoft consultant with a notable career, I bring to the table an expertise in business systems implementation, change analysis, design, and management of PeopleSoft HRMS projects for government sectors and Fortune 1000 clients. Your organization's recent acquisition of similar business models will no doubt require these strengths to ensure the seamless integration of an Internet architecture with customized business solutions and self-serve technology.

PERSONAL TRAINER

Resume

Susan Quinn
35 Memorial Boulevard
Newark, NJ 07104
(973) 443-5555 / email@email.com

Personal Trainer

Helping clients achieve fitness and weight-loss goals

Certified Personal Trainer / B.S. in Exercise Science
High client referral rate

Certified Personal Trainer/Fitness Specialist with five years' experience at an upscale fitness club. Skilled at motivating clients to achieve goals. Book 30% more clients on average than other trainers at the facility.

Core Strengths

Fitness evaluations
Goal Setting
Customized program design
Interpersonal skills

Communication skills
Muscle conditioning
Motivating clients
Fitness software

Professional Experience

HIGHTOWER SPORTS CLUB, Cleveland, OH

1997–Present

Personal Trainer

Train a client base of up to 40 members per week. Perform fitness assessments including body-fat analysis. Set and modify goals in consultation with clients. Use fitness software to maintain accurate records. Train clients on use of equipment, including Nautilus and free weights. Develop professional weight-training and cardiovascular programs. Perform introductory consultations and book new clients.

- Top trainer as measured by number of referrals booked
- Developed professional programs based on exercise science
- Helped clients achieve weight-loss and strength-improvement goals
- Developed successful incentive programs to keep clients motivated

Education

University of Maine, Orono, ME

Bachelor of Science in Exercise Science 1997

- First Aid certified
- CPR for the Professional Rescuer

References Furnished Immediately upon Request

Keywords

Fitness Specialist
Certified Personal Trainer
Fitness Instructor
First Aid Certified
CPR for the Professional Rescuer
Health and Wellness Programs
Exercise Science
Evaluations
Assessments
Setting Goals
Modify Goals
People Skills
Body Fat Assessment
Muscle Conditioning
Stretching and Flexibility
Program Design
Weight Room Management
Fitness Assessments
Communication Skills
Organizational Skills
Interpersonal Skills
Fitness Software

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have been highly successful in helping clients achieve their fitness goals. My four-year academic training in exercise science has given me a solid knowledge base from which to design safe, workable, and successful personalized fitness programs. I am a “people person” who is able to keep clients motivated. My ability to increase participation in personal training programs can enhance revenues for a fitness facility.

PHARMACEUTICAL SALES REPRESENTATIVE

Keywords

Territory Sales
Producer
Clinical Selling
Skills
Hospital Territory
Management
Pharmaceutical
Direct Sales
Key Accounts
Sales Professional
Client Relationship
Management
Managed Care
Accounts
Direct and Indirect
Sales
Hospital Territory
Sales
Key Physician
Accounts
Therapeutic
Knowledge
Medical Terminology
Customer-Focused
Selling Strategies
Revenue Gain
Market Share
Market Leader
Product Positioning
Clinical Sales
Presentations
Customer Needs
Assessment

Resume

Marci J. Leonard

77 Main Street
East Brunswick, New Jersey 08816
(732) 555-1234 / email@email.com

Pharmaceutical Sales Rep Award-Winning Territory Sales Producer

Clinical Selling Skills / Hospital Territory Management Pharmaceutical Direct Sales to Key Accounts

Pharmaceutical sales professional and former registered nurse with track record of success in sales and client relationship management dealing with “hard-to-see” key customers and managed care account directors.

Core Strengths

Direct and Indirect Sales
Hospital Territory Sales
Key Physician Accounts
Therapeutic Knowledge

Medical Terminology/Processes
Customer-Focused Selling Strategies
Revenue/Market Share Gain
Market Leader/Product Positioning

Professional Experience

PHARMA PRODUCTS, INC., Princeton, New Jersey

1997 to Current

Pharmaceutical Sales Representative

Market multiple classes of pharmaceutical products to hospital accounts and key physician contacts. Closely manage marketing budget (5% under) and monitor competitor products to deliver persuasive clinical sales presentations. Use customer needs assessment, as well as pharmaceutical market and managed care contracting knowledge to achieve medical sales.

- Consistently overachieved sales quota and increased market share in major product groups. Won top sales achievement awards in hospital territory sales for four consecutive years (1999–2002).
- Teamed with three field representatives to triple dollar volume and boost market share 45% in highly competitive northern New Jersey territory.
- Delivered strong results for secondary products in hospital territory, doubling sales year over year. Selected as sales training advisor and medical information resources provider for sales and marketing team.

Education

State University of New York, Buffalo, New York

Master of Science, Nursing Education
(cum laude)—1988

Bachelor of Science, Nursing (summa cum laude)—1986

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With demonstrated pharmaceutical direct sales success and therapeutic knowledge gained as a registered nurse, I combine an aggressive, results-oriented approach to hospital territory management with finely honed clinical sales presentation skills. This proactive approach utilizes customer needs assessment, key account sales strategies, and product positioning to win market share. May I have the opportunity to put my pharmaceutical knowledge and clinical selling skills to use for you?

PHARMACEUTICAL TECHNICIAN

Resume

Camille Roberts, CphT
6234 La Costa Lane
Anywhere, Michigan 00000
(208) 555-0000 / email@email.com

**Certified Pharmacy Technician
Seven Years of Pharmaceutical Experience
Experienced in Handling Radioactive Pharmaceuticals**

Strong science, chemistry, and health care background. Comprehensive knowledge of medical terms and medications. Precise handling of radioactive pharmaceutical products. Currently learning pharmaceutical robotic machine programming.

Core Strengths

Health Physics
Organic Chemistry
Organization
Quality Control

Nuclear Chemistry
Pharmacy Law
Alert/Responsible
Ability to Decipher Difficult Handwriting

Professional Experience

PHARMACEUTICAL COMPANY, Walled Lake, Michigan

1995 to Present

Certified Pharmacy Technician

Input and track patient data, transcribe pharmacy orders, and accurately fill orders according to unit dose system. Check in supplies and inventory. Compound IV solutions, fill cassettes, order entry, billing, and handle narcotics. Establish and maintain patient profiles, prepare insurance claim forms, and stock and take inventory of prescription and over-the-counter medications. Assemble 24-hour supplies of medication for in-home patients. Verify accuracy and completeness of prescriptions.

- Employee of the Year, 2000.
- Secured in a \$2 million annual contract from a local government agency.
- Presenter, National Conference of Pharmaceutical Technicians.

Education

Ferris State College, Big Rapids, Michigan

Bachelor of Science Degree in Organic Chemistry, 1990

- Mentor for Freshmen Chemistry students
- Volunteer, Big Rapids Hospital, six years

Keywords

Dispensing
IV Compounding
Radio-pharmaceutical
Cassette Fill
Order Entry
Billing
Narcotic Handling
Pyxis
Unit Dose
Sterile Techniques
Measure
Independent
Communication
Meticulous
Mathematics
Health Physics
Pharmaceuticals
Health Care
Drugs
Prescription

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a Certified Pharmacy Technician, I have a thorough understanding of dispensing and compounding techniques, computer procedures, and billing procedures. I am knowledgeable in radiological half-life concepts and working with radiopharmaceutical products. I work well with or without supervision. My personal traits include being accurate, meticulous, detailed, and thorough. My experience includes working as a health physicist in a radioisotope laboratory. I am conscientious, a team player, customer service oriented, and quality control conscious.

PHARMACIST

Keywords

Client Interface Skills
Licensed Pharmacist
Pharmacy Consultant
Medication Dosages,
Adverse Effects and
Labeling
Regimen Review
Third-Party Systems
OBRA and VBRA 40
Regulations
Chemical
Compounding
High Volume
Prescription
Dispensing
Medication
Counseling
Record-Keeping
Systems
Patient Profile
Systems
In-Service Training
Programs
Protocol
Medication
Interactions
Government
Pharmacy
Administration
Hospital Pharmacy
Administration
Inventory Control
Controlled Substances
Pharmaceutical Law
and Technology

Resume

Angela Woodstone
19 Ashland Avenue
St. Paul, Minnesota 55102
(651) 555-1138 / email@email.com

Highly Qualified Licensed Pharmacist/Consultant 15-Year Background in Government & Hospital Settings

**Licensed by the Minnesota and Wisconsin State Boards of Pharmacy
Effectively Balance Protocol Management and Relationship Building**

Extensive background in administering government and hospital programs. Skilled in developing maintenance systems and creating in-service programs. Recognized for consulting, counseling, and interface expertise with the medical community and its customers.

Core Strengths

Record-keeping & patient profile systems	Consulting and counseling
Regimen review	Third-party systems
OBRA & VBRA 40 regulations	In-service training programs
Chemical compounding	Inventory control

Professional Experience

MINNESOTA DEPARTMENT OF HEALTH—St. Paul, Minnesota 1995 to Current

Pharmacist, Industrial Rehabilitation Center: Worker's Compensation

Order and distribute medications to clients and provide client counseling on medication dosages, adverse effects, and general usage. Develop and implement wean schedules for clients, helping them to reduce and eliminate medication use. Maintain well-controlled inventory, including legally handling and storing controlled substances. Trained staff regarding laws and newly marketed medications. Consulted with private physicians and institutional staff on medications. Develop record-keeping and patient profile systems. Oversee high-volume dispensing.

- Received *Client Interface* recognition from the American Pharmaceutical Association, 1999
- Created protocol for contingency cabinet, eliminating unwarranted use
- Implemented new unit dose medication system, expediting medication delivery
- Established physician signature card process, reducing physician approval delays by 35%

Education

University of Minnesota, Minneapolis, Minnesota

Master of Science: Pharmacy Administration, 1987

- Benjamin M. Cohen Memorial Scholarship recipient (financial need and academics)
- Research assistant for Paul Schaefer, Pharm.D., Associate Professor, Antibiotic Resistance

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I can bring to the table 15 years' combined pharmacy administration experience in government and hospital programs. As a seasoned licensed pharmacist, I have served as consulting pharmacist to various medical staffs on medication issues. As an in-service trainer, I have mentored multilevels of health-care staff in remaining proactive on pharmacy issues. My client interface and counseling skills have been recognized by the American Pharmaceutical Association. Combined expertise with pharmaceutical law and technology ensure well-controlled inventory and dispensing. An extensive background with third-party systems, OBRA, and VBRA 40 foster effective processing and protocol.

PHOTOGRAPHER

Resume

Robarra Cicchalone
7231 Ventura Boulevard
Ventura, California 93003
(805) 555-1122 / email@email.com

Photographer
Industrial—Documentary—Digital Portraiture
Corporate Image Building & Repair through
Inspired Photojournalism

Core Strengths

- Proven program management and analytical skills coupled with the photographic eye
- Excellent communicator with the ability to earn subjects' trust and cooperation quickly
- Working experience with an impressive range of camera, lenses, film, formats, sizes, and computer graphics software...35 millimeter, video, digital, panoramic, SLR, automatic, Quark, Dreamweaver, Flash, Adobe Photoshop...*See Photographic Skills Addendum, attached...*

Professional Experience

Freelance Photographer 1997 to Current
Corporate/industrial clients include: *The Los Angeles Times*, Mobil Oil, AT&T, IBM, American Express IDS, Turner Broadcasting, Ciba-Geigy Pharmaceuticals, *Sunset Magazine*, *TV Guide Magazine*, Norton Simon Museum, Los Angeles Museum of Modern Art, and numerous others...
View my Web portfolio at <http://www.dock.net/~myportfolio>.

Plan and produce photography, Web, and graphic design projects consistent with corporate vision. Assess clients and products for compatibility with corporate intent. Consult with public relations department on target audience and media selection. Present proposals to board members. Coordinate and shoot executive portrait sessions within program budget and schedules.

- International Film Channel Award for Best Documentary about the Los Angeles Museum of Modern Art—2002

Education

California Institute for the Arts, Valencia, California
Bachelor of Fine Arts in Photography—1997
Associate of Arts in Computer Graphics—1995

References Furnished Immediately upon Request

Keywords

Analytical and
Problem-Solving
Ability
Strong Oral and
Written
Communications
Skills
Program
Management and
Coordination
Creativity (e.g.,
Have the
“Photographic
Eye”)
Public Relations
Computer Graphics
Fine Art
Photographer
Marketing
Advertising
Digital Photography
Documentary
Image Building
Portraiture
Industrial
Photography
Photojournalism
Single Lens Reflex
(SLR)
Videography
35 Millimeter to
Panoramic
Name Specific
Equipment and
Formats in
Photographic
Skills Addendum

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As an award-winning industrial photographer and videographer, I can help you develop positive, visual marketing messages for your company through probing executive portraits and work site documentaries that reflect your business image and ethics. Awards and formal training in digital photography, computer graphics, and fine art portraiture round out my success story.

PHYSICAL THERAPIST

Keywords

Injury Prevention
Workplace Wellness Education
Progress Charting
Strength Analysis
Functional Capacity
Daily-Living Activities
Rehabilitation Services
Hydrotherapy
Respiratory Efficiency
Injury Management
Treatment Planning
Cross Training
Funding and Contract Development
PTA Clinical Supervision
Assistive Technology and Supportive Devices
Therapeutic Massage
Range of Motion
Uniform Standards of Patient Care
Human Anatomy and Physiology
In-Service Training

Resume

Kim Tynan, PT
133 Park Lane, Unit 3
Orchard Park, New York 14127
(716) 555-6932 / email@email.com

Physical Therapist
Seasoned Professional Providing Injury Management /
Rehabilitation Services

Clinical Supervision / Training of PTAs

Licensed physical therapist with six years' experience working with patients ranging from school-age children to older adults. Specialize in addressing women's health issues.

Core Strengths

Strength Analysis	Treatment Planning
Therapeutic Massage	In-Service Training
Daily-Living Activities	Sports Physical Therapy

Professional Experience

HEALTHY WOMEN CENTER, Amherst, New York 1996 to Current

Physical Therapist

Utilize extensive knowledge of human anatomy and physiology to evaluate functional capacity and develop treatment plans. Assist patients in improving range of motion, agility, strength, and respiratory efficiency. Chart progress and create follow-up home exercise programs. Break down tasks into manageable components, ensuring positive outcomes. Utilize hydrotherapy and assistive technology.

- Developed workplace wellness education programs to prevent back, neck, shoulder, and wrist injuries.
- Established referral contracts with local Employee Assistance Programs.
- Implemented cross training and initiated uniform standards of patient care, enabling collaborative treatment and reduced labor costs.
- Secured funding for arthritis education and exercise program.

Education

Russell Sage College, Troy, New York
Bachelor of Science: Physical Therapy, 1996

New York State Department of Education
Licensed Physical Therapist, 1996

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My areas of specialty include orthopedic support and spinal correction. My group, under my lead, developed workplace wellness education programs to prevent back, neck, shoulder, and wrist injuries. I have established referral contracts with local Employee Assistance Programs (EAP) and secured funding for a community arthritis education and exercise program.

Team-Fly®

PHYSICIAN'S ASSISTANT

Resume

Margaret Bradford
789 Wilson Boulevard
Dallas, Texas 75287
(972) 555-2121 / email@email.com

PHYSICIAN'S ASSISTANT
with 10 years of diversified experience

Internal Medicine, Pediatric, Family Practice
Clinics, Hospitals, and Nursing Homes

Extensive experience assisting physicians with minor injuries, suturing, splinting, and casting, along with performing and analyzing x-rays, and diagnostic, therapeutic, and laboratory tests.

Core Strengths

Diversified health care experience
Tremendous asset to physicians
Counseling patients
Dedicated and reliable

Excellent service to all patients
Accurate analysis of various tests
Comprehensive reports/progress notes
Commendations and staff awards

Professional Experience

PHYSICIANS NETWORK, Dallas, Texas 1996 to present

Physician's Assistant

Assist internal medicine, pediatric, and family practice physicians in a fast-paced environment. Gather medical history from patients, and perform and analyze x-rays and a variety of other tests necessary for treatment. Order supplies and/or equipment for patients, prepare comprehensive reports and progress notes, and ensure that the best possible service is provided to all patients.

- Assisted physicians with over 5000 patient appointments in 2001.
- Performed and accurately analyzed more than 2500 tests in 2001.
- Completed 1000 sutures, 500 splints, and 250 casts on patients.
- Recognized as the "Physician Assistant of the Year" in 2001.

Education

Baylor University, Dallas, Texas

Bachelor of Science Degree; Major: Health Care; 1990

GPA: 3.5

Dean's List twice in 1989 and once in 1990

References Furnished Immediately upon Request

Keywords

Health Care
Services
Internal Medicine
Pediatrics
Family Practice
Clinics
Hospitals
Nursing Homes
Physician's Assistant
Diagnostic
Therapeutic
Laboratory Tests
X-Rays
Minor Injuries
Suturing
Splinting
Casting
Medical History
Progress Notes
Supplies/Equipment
Reports

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have more than 10 years of experience providing health care services to internal medicine, pediatric, and family practice patients in clinics, hospitals, and nursing homes. I gather medical history as well as perform and analyze x-rays; diagnostic, therapeutic, and laboratory tests; and assist physicians with minor injuries, suturing, splinting, and casting. I will be a tremendous asset to your company because of my extensive experience and dedication to providing the best possible services to all patients.

POLICE OFFICER—MILITARY CONVERSION

Keywords

Community Outreach
Crises Response
Emergency Planning & Response
Interrogation
Investigations management
Law Enforcement
Personal Protection
Public Relations
Safety Training
Surveillance
VIP Protection
Tactical Field Operations
Security Operations
Asset Protection
Electronic Surveillance
Emergency Preparedness
Corporate Fraud
Corporate Security
Industrial Espionage
Industrial Security

Resume

Johnathan P. Kemper
708 Worthington Avenue
Kettering, Ohio 45429
(937) 555-1773 / email@email.com

Police Officer—Military Conversion **Seven Years of Experience as Law Enforcement Officer**

Investigations Management / Corporate & Industrial Security
Emergency Planning & Response / Crisis Response

Comprehensive knowledge of law enforcement directing surveillance, VIP protection, and Tactical Field Operations teams to protect military, government, and private facilities. Honesty. Integrity. Excellent leadership.

Core Strengths

Riot Control	Domestic Disturbances
Terrorist Threats	Drug Investigations
Security Operations	Hostage Negotiations
Analytical Thinking	Creative Problem Solving

Professional Experience

U.S. AIR FORCE

1990 to Current

Desk Sergeant / Patrolman

Advanced from field patrol to investigations management. Provide asset protection, surveying, and securing of multiple installations. Member of crisis response team resolving hostage situations. Lead VIP personal protection teams guarding top-ranking officials. Set up electronic surveillance systems around base perimeters. Selected to represent Air Force police at community outreach and other public relations events.

- Led investigations of domestic disturbances, thefts, assaults, and DUIs.
- Conducted electronic and field surveillance for crime investigations.
- Monitored National Air Intelligence Center's computerized systems.
- Arrested and interrogated suspects; processed prisoners.

Education

Community College of the Air Force

Bachelor of Science, Criminal Justice, 2001

- GPA: 3.7
- Minor in Spanish

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I can use my military law enforcement training to help your organization meet its service goals. I moved through numerous areas of law enforcement to an area that I find most interesting, and one in which I excel—investigations management. I have put together teams that incorporate strengths in all areas, such as electronic and field surveillance, corporate and industrial espionage, and tactical field operations to handle expertly all phases of investigations. I can do the same for you.

PRODUCTION MANAGER

Resume

Charles W. Morgan
1400 North Avenue
Atlanta, Georgia 30040
(770) 555-1212 / email@email.com

Production Manager
The ability to translate your corporate vision into profits
Guiding complex production teams to success
Systems view of production that creates synergy between people and capital investment

A credible, profit-oriented leader known for skill in recruiting, motivating, and retaining teams of production professionals dedicated to continuous manufacturing improvement.

Core Strengths

Optimal capacity planning	Yield improvement
Cost avoidance	On-demand customization
ISO 9000 series certification	Inventory control

Professional Experience

TransKing Corporation, Norcross, Georgia 1996 to Current

Rail Program Manager

Responsible for design and manufacture of bus, truck, trailer, container, and rail temperature controls for a company with \$1B sales annually. Build enduring business “alliances” with vendors that produced “win-win” situations even in niche production. Guided the renovation of a 28,000-square-foot plant without interrupting the two-shift operation required to meet customer demand.

- Got 32 demanding subcontractors (from our competitor!) under control. Mapped nearly 1,100 tasks to guide team one day at a time. Profits 16% above forecast.
- Helped negotiate then managed complicated, fast-track \$1.5M program. Profit level: 22% (10% projected). Cut delivery times in half.
- In six months, routinely cut 800 defects per rail car—a record in our company.

Education

State University of New York
Associate of Applied Science in Automotive Technology and Engineering, 1981

- Inducted into national engineering honor society
- Dean's List every quarter

Keywords

Capacity Planning
Cell Manufacturing
Cost Avoidance
Cross-Functional Teams
Cycle Time Reduction
Facilities Consolidation
Inventory Control
ISO 9000 Standards
Just-in-Time (JIT)
Manufacturing Integration
Materials Replenishment Systems (MRP)
On-Demand Customization
Operations Reengineering
Operations Start-Up
Outsourcing
P & L Management
Productivity Improvement
Technology Integration
Turnaround Management
Yield Improvement

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

If you could “design” your next project manager, would the following be good enough to meet your specs? Worldwide, “hands-on” experience with every aspect of design and production in your industry, encyclopedic knowledge of compliance law, and credibility that only comes from broad experience. You will find a dozen specific examples of performance in my resume—they illustrate the kinds of contributions I can make to your bottom line. As you read them, I hope my personal standards become apparent. First, I must earn people’s trust before I can deliver results. Second, I must prove my competency at every level, every day—from shop floor to boardroom. Finally, I must deliver quality to the customer *and* profits to my company.

PROJECT MANAGER

Keywords

Single/Multifamily
Price Ranges
Lot Size
Design
General Contractor
Specifications
Estimating
Purchasing
Scheduling
Material Delivery
Material Costs
Labor Costs
Architects
Subcontractors
Supervising
Quality Control
Customer Service
Warranty
Construction Defects
Maintenance

Resume

Michael Cunningham
16151 Arapaho Boulevard
Dallas, Texas 75287
(972) 555-2211 / email@email.com

CONSTRUCTION PROJECT MANAGER
with more than 20 years of experience

Single and Multifamily Homes
\$100,000 to \$3 million price range

Extensive experience in the custom design, cost estimating, scheduling, and overall management of home construction projects. Focus on quality control and completing all projects on time and within budget.

Core Strengths

Working with architects
Supervising subcontractors
Cost estimating and purchasing
Excellent service to home buyers

Design and specifications
Tracking material and labor costs
Scheduling and material delivery
Warranty/maintenance work

Professional Experience

NORTH TEXAS HOME BUILDERS, Dallas, Texas

1985 to present

Construction Project Manager

Manage all aspects of the construction of single and multifamily homes in north Texas. Work directly with architects in the custom design, specifications, cost estimating, and scheduling. Secure and supervise subcontractors, and continually track material and labor costs. Focus on quality control, providing excellent service to home buyers, and completing all projects on time and within budget.

- Started and finished the construction of 10 single and 15 multifamily homes in 2001, generating more than \$25 million in revenues.
- Developed a new tracking system that reduced labor costs by 30%.
- Created a Warranty Department for scheduling and making repairs.
- Commended by the President for consistent, outstanding work.

Education

University of Texas, Austin, Texas
Bachelor of Arts Degree; 1981
Major: Construction Management
Minor: Business Administration

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have more than 20 years of experience in the overall management of the construction of single and multifamily homes with price ranges from \$100,000 to \$3 million. I work directly with architects in the custom design, specifications, cost estimating, and scheduling. I also secure and supervise subcontractors, and continually track labor costs. I will contribute greatly to your company by focusing on quality control, providing excellent service to home buyers, and completing all projects on time and within budget.

PROPERTY MANAGER

Resume

Richard Land
6543 Beretania Street
Honolulu, Hawaii 96826
(808) 555-9999 / email@email.com

On-Site Property Manager
Seasoned Community Association Manager
Residential Properties / Multisite Administration
Particularly Skilled at Tenant Relations

12+ years' experience in various residential real estate settings.
Cost-conscious administrator adept at designing preventative maintenance strategies.
Expertly facilitate owner/tenant relationships.

Core Strengths

Condominiums	Apartments
Luxury Properties	Facilities Maintenance and Repair
Project Scheduling	Cash Flow Management
Complaint Investigations	Contractor Oversight

Professional Experience

ASSET MANAGERS, INC., Honolulu, Hawaii 1995 to Present

On-Site Property Manager

Responsible for 120-unit luxury apartment building. Supervise staff of nine, ensuring safe and properly maintained property. Monitor pool cleaning, painting, and security contract personnel. Act as liaison between board of directors and owners. Accountable to asset property manager.

- Raised tenant retention rate by 50% through enhanced owner/tenant communication efforts. Created biweekly newsletter distributed to owners and residents.
- Saved over \$25,000 per year since 1997 by implementing comprehensive preventative maintenance program.
- Directed \$3 million landscape renovation project.

Education

University of Hawaii at Manoa, Honolulu, Hawaii

Bachelor of Arts / Business Administration, 1980

- Graduated with honors
- Chosen *Most Creative Businessperson* by campus business club

Keywords

Residential
Properties
Multisite
Management
Condominiums
Apartments
Luxury Property
Community
Associations
Complaint
Investigation and
Resolution
Tenant Retention
Tenant Relations
Preventative
Maintenance
Facilities
Maintenance and
Repairs
Maintenance Record
Auditing
Project Scheduling
Property Security
Contractor
Oversight
Renovations
Board of Directors
Liaison
Rent Collections
Cash Flow
Management
Asset Property
Manager

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My background is very broad, including administration of apartments, condominiums, and luxury properties. I have a demonstrated ability to cut costs. This is accomplished through aggressive maintenance record audits, followed by implementation of comprehensive preventative maintenance initiatives. Through this process I ensure the safe, smooth, and economical operation of properties. I investigate and resolve complaints without delay. This improves tenant relations, satisfying both residents and owners.

PUBLIC RELATIONS DIRECTOR

Keywords

Program Management
Public Relations
Crisis Management
Image Development
Market Analytics
Media Relationships
Speech and Script Writing
Press Releases
International Markets
Interview and Crisis Management Coaching
Publicity Campaigns Development
Public Information Presentations
Leadership
Media, Print, Television, and Radio
Support Service Networks
Strong Oral and Written Communications Skills
Journalism, English, Communications, or Business Degree
Graphic Design
Analytical and Problem-Solving Ability

Resume

Barbara Weaver

10200 Wilshire Boulevard
Los Angeles, California 90024
(213) 555-1122 / email@email.com

Public Relations Director
Celebrity Image & Personal Marketing Consultant

Publicity Campaign Development
Crisis Management

Highly consulted by Celebrities and Fortune 500 companies to design and direct high-visibility or politically sensitive publicity campaigns and industry promotions. Known for sizzling communication strategies that sell people to people, business to business, in print, television, radio, or on the Web. National and international media and support service networks.

Core Strengths

- Celebrity image development
- Interview and crisis coaching
- Media relationships
- Market analytics
- Communications skills

Professional Experience

Universal Studios, Burbank, California 2001 to Present

Public Relations Director/Marketing Consultant

Assess celebrity clients for studio image and compliance with public information policies. Provide interview and crisis management coaching to client. Conduct market analytics to target best audiences and media choices. Review staff recommendations on scripts, speeches, press releases, presentations, graphic design and Web site content. Develop and manage program budget and schedules. Consult with legal and marketing departments in areas of international communications (especially censorship and royalty agreements).

- Guided senior PR specialists in research, design, and launch of a major celebrity's music video—2001.
- Past President, Public Relations Society of America: 2000–2001

Education

California State University at Los Angeles, California
Master of Science, Business Administration—1994
Bachelor of Arts, Communications—1987

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a public relations director, I have managed high-visibility publicity campaigns with annual budgets of up to \$10 million that delivered the clients huge profits. I ensure that both my target markets and the effectiveness of the selected media are evaluated through demographics, polls, and other analytics. My media contacts range from local news channel and newsprint to Capitol Hill and around the world, ensuring that our message gets to those who can do the most good for our cause.

QUALITY ENGINEER

Resume

Amanda Hershkowitz
1973 78th Street
Memphis, Tennessee 37000
(901) 555-1212 / email@email.com

Quality Engineer

A decade of leading companies to quality and customers to value

**Continuous quality improvement / Metric systems that work for people
Value-added processes in manufacturing and sales**

A highly-trained quality systems executive with the communications skills, drive, and vision to infuse a quality culture throughout your organization. Solid track record of producing world-class quality.

Core Strengths

Anticipating drags on quality processes	Managing vendor quality systems
Reengineering WIP for greater ROI	Translating trend data into quality guidelines
Obtaining ISO 9000 certifications	Administering responsive QA programs

Professional Experience

Arista Corporation, Norcross, Georgia 1992 to Current

Vice President for Quality Management

Formulate QA practices consistent with master production plans. Providing QA reports for the review and approval of management. Reviewing adequacy of QA/QC processes and standards as part of an overarching QA framework. Reduce risk and improve organizational performance. Reviewing testing and providing for general awareness of QA/QC requirements and values. Business process improvement. Recommending acceptance of deliverables from vendors as being within scope and contract. Ensuring that RFP and contracts have appropriate terms and conditions to assure a quality product.

- Topped 15 tough competitors to win the Tennessee Quality Award (2002)
- Reduced scrap rate by 22% in just one quarter
- Overhauled task groups and process analysis to reignite TQM. QA measures soared.

Education

University of Lowell, Lowell, Massachusetts
Bachelor of Science in Business, 1987

- *Summa cum laude*

References Furnished Immediately upon Request

Keywords

Continuous Quality Improvement
ISO 9000 Certification
Process Analysis
Quality Assurance and Control
Quality Circles
Quality Culture
Rejection Rate
Scrap Rate
Task Groups
Total Quality Management
Trend Information
Value-Added Processes
Vendor Management
WIP (Work in Progress)
World-Class Quality
Zero Defects

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Do not hire me unless you demand quality as a way of life from every team member. My strengths are straightforward: I have gone beyond mastering the art and science of engineering quality into products. My track record reflects a knack for having people adopt a world-class quality outlook and think that my suggestions are their own good ideas. My contributions may be a mix of technical and leadership skill, but the outcomes for our company is enduring market domination.

RADIO DISC JOCKEY

Keywords

Pleasant Voice
Articulate
Recording Stars
Recording Groups
Recording Equipment
FCC Licensing
Control Board
Tape Decks
Vinyl Records (45s and 78s)
CD Players
Archiving
Sports
Live and Recorded
Mixing
Commercials
News
Talk Shows
Sponsors
Remote Location
Equipment Set-Up

Resume

Peter H. Harris
735 College Road
South Portland, Maine 04106
(207) 555-0000 / email@email.com

Radio Disc Jockey
Varied Talk Show Host

Total Sound Room Set-Up / Unique Mixing Style
Recognized for Diversity in Broadcasting Special Events

Well-rounded disc jockey with the proven ability to wear many hats in his position while succeeding in keeping the full attention of his audience through the microphone and the radio. Recognized for exceptional talents in his field and for having devoted many hours in promoting many charitable organizations through fund raisers, marathon broadcastings, and personally hosting related talk shows.

Core Strengths

Excellent Voice Projection
Excellent Library of Recordings

Industry Knowledge (20 Years)
Total Technology Emersion

Professional Experience

WABC—1010AM Radio, Portland, Maine
WJRK—93.5FM Radio, South Portland, Maine

1982–1992
1992–Current

Radio Disc Jockey

Accept phone requests; provide live and prerecord music to suit various audiences. Research archives for requests and return when done. Maintain archives while monitoring inventory. On occasion, write advertising copy and produce voice-overs. Ensure that airing of commercials is timely. Host shows live, when necessary. Perform creative mixing and dubbing as needed. Conduct frequent telephone and mail surveys to assure airing and proper mix.

- Trained other disc jockeys in effectively researching archives.
- Conceptualized frequent comedy skits and won an award for creativity.
- Created several new characters “on the air” to increase overall ratings.
- Selected as “Disc Jockey Who Introduced the Most Hit Records in 2000”.

Education

Bates College, Lewiston, Maine
Studied Political Science Completed two years, 1980–1982

- Managed campus radio station WRBC—91.5FM.
- Recognized for candid interviews with several visiting dignitaries.

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a veteran disc jockey of 20 years, my experience has taken me through several generations of recording stars in addition to major changes in media presentations, equipment, quality of sound, and overall radio and recording technology. Currently enjoying the total evolvement of the industry to present—working with state-of-the-art equipment in a computerized industry that produces the quality and sounds that could only be imagined 20 years ago on the radio. Peripheral involvement through the years has included hosting varied talk shows and on- and off-site special promotions.

RADIOLOGIST

Resume

Robert C. Scooner, M.D.
689 Beltline Drive
Dallas, Texas 75240
(214) 555-8888 / email@email.com

CERTIFIED RADIOLOGIST
with more than 15 years of experience

Specializing in
MRIs, CT Scans, and Ultrasounds.

American Board of Radiology Certified Radiologist who has performed over 15,000 radiographic examinations, interventional procedures, diagnostic overreads, and plain film interpretations.

Core Strengths

Arthrograms	Venograms
Barium Studies	Fluoroscopy Screens
X-Rays	MRIs, CT Scans, Ultrasound
Mammography	Biopsies, IVPs

Professional Experience

RADIOLOGY ASSOCIATES, Dallas, Texas 1986 to present

Full-Time Radiologist

Perform radiographic examinations of patients' internal structures and organ systems, diagnose results, and recommend treatments to primary care physicians and surgeons using interventional procedures and plain film interpretations. Assigned the major city of patients requiring MRIs, CT scans, and ultrasounds.

- Increased the company's annual revenues by \$300,000 by developing a marketing campaign to secure patients requiring interventional procedures.
- Recognized by the American Board of Radiology for outstanding work on extensive barium studies involving patients from 1999 to 2001.
- Featured in *Radiology Magazine* in June of 2001 for interventional procedures.

Education

University of Texas Southwestern Medical Center at Dallas

Doctor of Medicine; Major: Radiology; 1985

University of Texas at Austin

Bachelor of Science Degree; Major: Medicine, 1980

Keywords

Board Certified
Treatments
X-Ray
Fluoroscopy
Biopsy
MRI
CT Scan
Mammography
Ultrasound
IVPs
Radiology
Radiographic Examination/
Substances
Internal Structures
Physician
Radioisotopes
Interventional Procedures
Plain Film Interpretations
Barium Studies
Arthrograms
Venograms

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a Certified Radiologist who specializes in Interventional Procedures, MRIs, CT scans, and ultrasounds. I have performed over 15,000 tests, including mammograms, arthrograms, venograms, fluoroscopy, and barium studies. I believe I can be an outstanding addition to your physician team due to my diversified experience in diagnostic overreads, interventional procedures, plain film interpretations, excellent peer reviews, and my focus on ensuring superb quality of service to all patients.

REAL ESTATE BROKER

Keywords

Licensed Real Estate Broker
Purchase & Sale (P&S) Transactions
Relocation
Closing Skills
Negotiation Skills
Prospecting
Networking
Lead Generation
Competitive Market Analysis
Customer Service
Overcoming Objections
Meeting and/or Exceeding Goals
Chairman's Club / President's Club
Buyer's Agent / Seller's Agent
Marketing
Promotional Activities
Advertising
Strategic Market Planning
Mortgage
Value-Added Services

Resume

Robert K. Beaton
495 Peregrine Point
Marblehead, MA 02478
(617) 555-1212 / email@email.com

Real Estate Broker

More than \$8 million in annual sales for 10 years in up and down markets

**Top 3% in field of 2000 brokers / Specialize in high-end properties
Developing and implementing creative marketing strategies**

High-powered, top-performing sales professional with 10 years' experience selling high-end properties for a national leader in residential real estate sales. Ahead of the curve in using technology to drive sales results. Initiatives in value-added customer service have earned the business referrals and loyalty of both home buyers and home sellers.

Core Strengths

Prospecting
Negotiation skills
P&S transaction oversight
Promotional activities
Strategic marketing
Communication skills
Networking
Customer service

Professional Experience

RE/HOMES Northshore, Marblehead, MA

1992–Present

Real Estate Broker

Sell properties in the oceanfront communities on Boston's North Shore. Develop marketing strategies. Prospect for leads, build client relationships, and show properties. Negotiate terms and support P&S transactions. Manage personal Web site as a marketing tool. Develop advertising and promotional strategies. Experienced in acting both as seller's agent and as buyer's agent.

- Top Producer Award in 1999 for the Northeast Region
- Ranked in the top 3% of brokers nationally for last three years
- Chairman's Club seven consecutive years (\$4 million+)
- First to use a laptop computer with clients for on-the-spot comparables

Education

University of New Hampshire, Manchester, NH

Bachelor of Arts: Sociology, 1992

Graduate of the Gaines School of Real Estate, Concord, NH, 1991

Licensed Real Estate Broker, 1991

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have ranked in the top tier of brokers within a national real estate company throughout my career. My personal sales have ranged from \$8 million to \$12 million annually in a competitive, high-end residential market. I am known for superior customer service and personal integrity. I have strong networking, lead generation, and closing skills. My competitive drive coupled with across-the-board real estate sales skills have consistently resulted in exceptional revenue generation for my company.

Team-Fly®

RECEPTIONIST

Resume

Rachael Anne Howard
Crestview Estates—#34
Lewiston, Maine 04240
(207) 555-1122 / email@email.com

Senior Corporate Receptionist
PBX Administration / Domestic & Foreign Communications

Multilingual Communication Skills
Proven Executive-Level Business/Support Skills

Seasoned senior-level receptionist with an ability to spill over into public relations and administrative support. Outstanding personality and professional manner. State-of-the-art equipment/technology trained (telephony & computer).

Core Strengths

Top Management Interaction	PBX Familiarity
Articulate (Presentations)	Detail Oriented
Administrative Assistant	Bilingual, French
Notary Public	Financial Accounting

Professional Experience

MACROSOFT INC., Silicon Valley, California 1992 to Present

Corporate Receptionist

Oversee total operation of a 100-line PBX telephone system and a staff of four; greet clients, screen, and direct calls to 400 (plus) in-house extensions. Trained individuals to manage the PBX area enabling time to assist (part of the day) in the executive office area. Provide French translations of “in” and “outgoing” messages via telephone, fax, and email. Provide varied secretarial and desktop publishing assistance.

- Developed a procedural manual for the PBX area.
- Screen, hire, and train PBX operators.
- Developed a system which allows tracking of corporate credit card expenses.
- Schedule and track all corporate-related travel for six individuals.

Education

University of Maine, Orono, Maine

Bachelor of Arts: Business

Office Automation, 1990

- Dean's List Student, four Years / GPA—3.8
- Recipient, Margaret Chase Smith Scholarship Award

Keywords

Professional
Environment
PBX Skills
Articulate
Multitask
Capabilities
Fast-Paced
Environment
Word Processing
Spreadsheet
Applications
Bilingual (French)
Detail Oriented
Public Relations
Presentation Skills
Call Screening
Message Taking
International Calls
Travel
Arrangements
Hotel Reservations
Expense Accounts
Professional
Appearance
Commissioned
Notary Public
PBX

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a qualified corporate receptionist with 10-plus years of experience in a professional setting, I feel confident that I could perform and surpass your expectations. With a focus on international relations and utilizing (daily) exceptional executive-level administrative assistant skills, I have developed the ability to “switch gears” very effectively while juggling multiple tasks. I am familiar with a variety of different phone systems and PBX. Computer knowledge includes word processing, spreadsheet applications, desktop publishing, and database management.

REGULATORY AFFAIRS COUNSEL

Keywords

Regulatory Policy
Antitrust
Investigation
Legislative
Federal
Communications
Commission
Integrating
Objectives
Emerging
Technologies
Information
Technology
Audit Planning and
Review
Mergers and
acquisitions
Lobbying
FCC
Complaint /Conflict
Resolution
Negotiation Skills
Strategic
Assessment
Accessibility
Broadband
Privacy
Spectrum Allocation
E-Commerce
Domain Name
Competition

Resume

Helen Kramer

333 San Pedro Street
Los Angeles, California 90012
(213) 555-1122 / email@email.com

Regulatory Affairs Counsel
Telecommunications Policy Expert

Case-Winning Negotiator
Audit Planning and Review

Expert policy advisor to emerging technology, especially on government and trade association standardization forums. Dual degrees in both Information Technology and Corporate Law.

Core Strengths

Advising new starts	Strategic operational assessment
Policy formulation	Integrating objectives
Audit planning and execution	FCC compliance
Negotiation	Trade lobbyist

Professional Experience

Bates & Bates, LLP, Los Angeles, California 1995 to Current

Regulatory Affairs Counsel

Technical advisor to emerging telecommunications companies regarding regulatory policy formulation, antitrust investigation, and legislative matters. Assess initial strategic operational plans for Federal Communications Commission (FCC) and regional compliance regarding broadband, privacy, network security, access, and domain name competition. Integrate compliance actions with corporate objectives.

- Key negotiator for the postponement of the FCC's auction of the 700-megahertz band spectrum until 2003. This will allow emergency services to acquire interference-free transmission.
- High-visibility as an expert witness and lobbyist to Congress regarding fair competition practices for industry and nonprofit organizations.
- Appointed to the Federal Telecommunications Accessibility Advisory Committee (1999–2000).

Education

University of California at Los Angeles, California
Bachelor of Science / Information Technology, 1996
Juris Doctor / Corporate Law, 1992

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My life is dedicated to facilitating rapid growth and universal accessibility in the industry by interpreting standards and streamlining regulatory compliance activities for new business. My broad experience in regulatory compliance has included FCC complaints and policy proceedings, mergers and acquisitions, e-commerce, privacy, and broadband. I will use my connections and negotiation skills to spot and resolve any roadblocks to a successful venture; for example, securing the 700-megahertz auction postponement.

RESTAURANT MANAGER

Resume

Jan Scott
1090 Encore Ave.
Columbus, Ohio 43229
(614) 555-1122 / email@email.com

Restaurant Manager
Controlling costs and ensuring profitability...

Staff Training/Development • Food Standards & Controls
Budget Planning/Administration • Customer Service Management

Seasoned management professional offering nearly 10 years' experience in fast-paced, high-volume food service/bar environments. Maximizing staff potential through excellent leadership and organizational skills.

Core Strengths

Inventory/Cost Control	Purchasing/Vendor Relations
Food & Beverage Operations	Accounting/Payroll
Facilities Management/Sanitation	Team Building and Leadership
Menu Development	Business Development

Professional Experience

Worthington Woods Resort, Columbus, Ohio 2000 to Present

Restaurant Manager

Coordinate all marketing and promotions, operations management, budgeting, weekly sales reporting, vendor relations, customer service. Accountable for profit & loss, total quality, and cash management operations. Consult with general managers, F&B directors, and support staff for strategic planning purposes.

- Grew operating profits by 8.4% within first year.
- Coordinated and supervised \$500,000 restaurant renovation.
- Marketed restaurant benefits and features that attracted high-profile travelers.
- Strategically designed highly creative menu that became standard for all hotels.

Education

The Ohio State University, Columbus, Ohio
Bachelor of Science, Hotel Administration, 1992

- Concentration: Food and Beverage Management
- Study Abroad: en-Provence, France, Spring 1991

References Furnished Immediately upon Request

Keywords

Inventory/Cost Control
Food & Beverage Operations
Facilities Management/Sanitation
Menu Development
Purchasing/Procurement
Team Building & Leadership
Budget Planning/Administration
Profit & Loss Management
Banquets/Catering
Accounting/Payroll
Customer Service Management
Total Quality Management
Sales and Promotions
Business Development
Cash Management/Deposits
Vendor Relations
Staff Hiring/Training/Development
Operations Management
Food Production Standards & Controls
Cash Management

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Whether in high- or low-volume restaurants, I have consistently identified root problems for lagging sales. The need for a qualified and enthusiastic staff cannot be overstated. It would be my first priority to assess the existing staff and if necessary, rehire, train and ensure continued development for new employees. My natural leadership style in addition to my extensive experience in inventory/cost control, food/beverage operations, profit/loss, and customer service management will prove highly beneficial to your vision of excellent hospitality service.

RETAIL SALES MANAGER

Keywords

District Sales
Customer Loyalty
Business Development
Low Employee Turnover
In-Store Promotions
Loss Prevention
Pricing
Inventory Control
Merchandising
Security Operations
Retail Sales
Employee Retention
Stock Management
Warehousing Operations
Product Management
Continuous Process Improvement
Customer-Driven Management
Margin Improvement
Customer Service
Credit Operations

Resume

Seth Miller

123 S. Fourth Street
Kewanee, Illinois 61443
(309) 555-1234 / email@email.com

Retail Sales Manager

11-Year Background in Performance and Process Improvement

**Customer-Driven Management / Margin Improvement Skills
Start-Up and Turnaround Management Experience**

Driven and experienced retail sales management professional with proven skills in cost reduction and business development. Successful background of implementing highly profitable in-store promotions.

Core Strengths

Loss Prevention
Strategic Planning
Margin Improvement
Business Development
Retail Sales Training

Merchandising
Stock Management
Customer Service
Inventory Control
Cost Reduction

Professional Experience

STUFF-MART, Centerville, IL

1999 to Current

Retail Sales Manager

Recruited to boost retail sales and improve merchandising strategies for this highly successful merchandising warehouse operation. Implemented effective stock management policies, created profitable in-store promotions, and turned focus to a customer-driven management style. Directed customer service and warehousing operations. Achieved significant margin of improvement and led efforts to increase customer loyalty.

- Increased district sales by \$60,000; achieved highest margin of improvement.
- Drove sales for credit operations by training staff in up-selling techniques.
- Implemented highly effective management strategic planning sessions.
- Pioneered security operations to reduce inventory loss.

Education

Wisconsin University, Jasper, Wisconsin

Bachelor of Arts: Business Management, 1990

Interview Q&A Using Keywords

Why Should Our Company Hire You?

I am a highly enthusiastic management professional with a customer-driven management style. One key element to successful retail management is employee retention. One key strength I possess is selecting and retaining good retail employees. My track record reflects record-breaking district sales. I have successfully designed and implemented cutting-edge in-store displays, and I have played a key role in start-up operations and strategic planning.

RISK MANAGEMENT

Resume

Steven H. Nash
177 Linden Boulevard
Snyder, New York 14226
(716) 555-6954 / email@email.com

Risk Management
Seasoned Professional with Expertise in Investigating
Loss History/Trends to Predict and Avoid Future Risk

Perform Insurance Analysis, Determine Severity and
Frequency Potential, and Minimize Financial Impact

Direct risk management staff overseeing \$4 million in credit exposure. Instill performance-based culture by allocating responsibility and accountability. Develop programs to maximize loss control.

Core Strengths

Health and Safety Programs
Operational and Risk Reporting
Fidelity, Surety, and Liability

Carrier and Broker Selection
Self-Insurance and Noninsurance
Program Development

Professional Experience

HELPER INDUSTRIES, LTD., Buffalo, New York

1982 to Current

Risk Management Specialist

Research and analyze corporate products and operations and determine appropriate coverage levels. Negotiate contracts based on hazard identification and risk exposure. Conduct health and safety audits and report results to senior management. Utilize PowerPoint to graphically demonstrate ways to implement loss control.

- Reengineered processes resulting in \$1.2 million loss avoidance/risk reduction in 1 year.
- Reversed \$745,000 in annual losses and broke-even in 1½ years.
- Implemented comprehensive risk-management strategic plan.
- Saved \$500,000 annually through renegotiation of information contracts.

Education

Canisius College School of Management, Buffalo, New York

Bachelor of Science: Business Administration, 1982

- Milton Seligman Business Scholar
- Who's Who in American Colleges and Universities

References Furnished Immediately upon Request

Keywords

Insurance Analysis
Financial Impact
Fidelity, Surety,
Liability, and
Property Coverage
Program Development
Loss Control
Workers'
Compensation,
Group Life, Pension,
and Medical Plans
Health and Safety
Programs
Carrier and Broker
Selection
Severity and
Frequency Potential
Operational and Risk
Reporting
Strategic Plan
Avoidance and
Transfer
Minimization,
Reduction, and
Prevention
Self-Insurance and
Planned
Noninsurance
Credit Exposure
Negotiation and
Renegotiation
Hazard Identification
Performance-Based
Culture
Risk Management
Loss History and
Trends

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

At Helper, I reengineered processes resulting in \$1.2 million loss avoidance/risk reduction in one year. We reversed \$745,000 in annual losses and took broke even in one-and-a-half years. Overall responsibilities include directing a risk management staff overseeing \$4 million in credit exposure. Here, we implemented a comprehensive risk management strategic plan and saved \$500,000 annually through renegotiation of information contracts.

SALES/CORPORATE TRAINER

Keywords

Human Resources
Management
Program
Development
Training
Curriculum
Development
Budget Preparation
and Control
Adult Learning
Certification
Programs
Educational Needs
Assessment
Employee Training
Career Development
Counseling
Executive
Development
Programs
Employee Assistance
Programs (EAP)
Facilitator Training
Programs (Train-
the-Trainer)
Time Management /
Project
Management
Motivational
Training
Team Building
Supervisory Skills
Communications
Skills
Multicultural
Workforce
Corporate Ethics

Resume

Patricia Capizzi
1188 Bedford Drive
Camarillo, California and 93010
(805) 555-1122 / email@email.com

Corporate Trainer
Committed to the educational needs of American industry
Executive Development / Adult Learning
Human Resources Management

An energetic and success-driven education and human resources leader with a 15-year history of turning marginally performing employees into top producers.

Core Strengths

Educational needs assessment
Executive development

Curriculum development
Motivational training

Professional Experience

Procter & Gamble Paper Product Division 2000 to Current
Oxnard, California 93030

Director of Corporate Training

Recruited as a “troubleshooter” to identify educational needs and develop training programs for the next millennia’s executive and technical workforce. Implemented training plans within corporate business plans, budget, and schedules.

- Originated an educational incentive program that provides bonuses for earning career-related certifications and subsidizes recertification costs.
- Adapted selected executive development program courses (such as time/program management, supervision, and team building) to lower-level employees. Improved year-end production was attributable to better employee attendance and awareness of management goals.
- Incorporated courses such as ethics, success training, and career-life balance into all employee training plans to encourage a healthy workforce.

Education

University of California at Santa Barbara, California
Masters degree in Adult Education / 1990
Bachelor of Science degree in Psychology / 1986
Certified Job & Career Transition Coach
Member, American Counseling Association

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My expertise in corporate training stems from a solid education—degrees in Adult Education and Psychology, backed by a career counseling certification and practical work in several motivational training techniques. Additionally, I am gifted with the ability to assess correctly and meet the present and future educational needs of industry managers and a technical workforce. Above all else, I really care about people’s development and helping to make them successful.

SALES—ENTRY LEVEL

Resume

Gary Sloan
495 Belmont Avenue
Belmont, MA 02478
(617) 555-1212 / email@email.com

Sales Representative
Four-year track record of revenue enhancement
Presentation & closing skills / Opening up new markets
Consistently exceeding sales quotas

Outgoing, aggressive sales professional with four years of part-time experience selling in competitive markets. Outperformed four full-time rental agents while earning B.S. degree. Conversational Spanish.

Core Strengths

Prospecting	Organizational Skills
Presentation Skills	Communication Skills
Closing Skills	Networking
Strategic Market Planning	Customer Service

Professional Experience

BOSTON CITY RENTALS, Boston, MA

1997–Present

Rental Agent / Sales Representative

Manage the Beacon Hill and Jamaica Plain territories. Prospect for leads, show properties, build customer relationships, present customized selling points, close sales, and provide after-sales customer service. Build networks of relationships with city landlords. Develop strategic market plans for market penetration. Create sales collateral. Develop advertising placements and strategies.

- Ranked #1 in rental sales for the last three years
- Gained 10% market share in the saturated Back Bay market
- Opened up a territory that represented \$100K in new 2002 revenue
- Launched the first corporate Web site to offer real-time rental data

Education

Boston University, Boston, Massachusetts

Bachelor of Science: Business Administration, 2001

- Completed degree in 3.5 years
- Paid own way through school with sales earnings

Keywords

Sales
Prospecting
Account Management
Closing
Consultative Sales Approach
Sales Engineering
Presentation Skills
Closing Skills
Networking
Competitive Analysis
Customer Service
Overcoming Objections
Territory Management
Opening Up New Territories
Market Penetration
Gaining Market Share
Meeting and/or Exceeding Sales Target
Meeting and/or Exceeding Quotas
Persuasive Communication Skills
Cold-Calling
Strategic Market Planning
Customer Relationship Building
Alliance Building

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have demonstrated an ability to be highly successful in exceeding sales quotas, opening up new territories, and gaining market share in competitive markets. I am adept at researching and prospecting to identify a customer's needs. Then I would develop key selling points, tailoring them to the customer's needs, and closing the sale. My communication and interpersonal skills have enabled me to excel in building relationships with existing and potential customers. What separates me from others is the intensity of my commitment to growing revenues and providing superior customer service.

SALES SUPPORT/COORDINATOR

Keywords

Advertising
Experience
Multimedia
Advertising
Available to Travel
Internet Advertising
Computer Skills
Key Account
Management
Marketing
Strategies
Appointment
Scheduling
Travel
Arrangements
Printing/Typesetting
Knowledge
Newsletter Creation
Itinerary
Management
Sales Promotions
Product Knowledge
Co-op Advertising
Presentation
Preparation
Trade Shows
Ad Design & Layout
Promotional
Materials
Handling

Resume

Joan C. Millani
13 Pleasant Street
Sabattus, Maine 04280
(207) 555-2222 / email@email.com

**Sales Support/Coordinator
Multimedia Specialist**

**Trade Show Coordinator and Presenter
Promotional Materials Selection and Management**

Highly energetic individual who is driven by the challenges presented in sales, marketing, and promoting new products. Outstanding team player who thrives on supporting the efforts of a successful sales team.

Core Strengths

Multimedia Advertising
Marketing Strategies
Co-op Advertising
Internet Research

Newsletter Creation and Distribution
Printing/typesetting Expertise
Ad Design & Layout
Business Support Skills

Professional Experience

Shad's Advertising Company, Auburn, Maine 1997–Present

Sales Support/Coordinator

Provide sales and clerical support to a sales team of eight serving a tri-state area. Assist in maintaining communications with key accounts. Help select and prepare for shipping all promotional materials for presentations and trade shows. Recommend products for special promotions and advertising. Help design ads, provide copy, and prepare layout for final approval. Coordinate printing with printer to assure quality and meeting deadlines.

- Instrumental in acquiring several major accounts through presentations.
- New accounts generated an additional \$1.5 million in sales in 2001.
- Recouped \$20,000 in co-op advertising dollars in last six months.
- Created a new and more efficient system in preparing proposals.

Education

Andover College, Portland, Maine

1995–1997

Associates Degree in Marketing / Focus: Advertising

- Selected by Faculty to Design Cover of Yearbook
- GPA / 4.0

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I feel confident that I could prove to be an asset to your organization. My past experience has been very heavily focused in advertising with sales support as a major part of my responsibilities. Support skills have included the need for much travel while creating and preparing promotional materials and assisting at trade shows. Most of the coordination work I have done is through the Internet and the use of varied in-house software programs. In addition, your company could benefit from very diversified hands-on secretarial support skills.

SALES SUPPORT ENGINEER

Resume

Cythina “Cindy” Matthews
2020 McLean Drive
Auburn, Alabama 36830
(334) 555-1212 / email@email.com

Sales Support Engineer
Positioning your company as the “sole source”

Relationship & consultative selling / Presentation skills at the engineering level
Customer needs analysis

A driven sales professional with all the engineering experience needed to uncover and fill market niche needs—even those your customers aren’t yet aware of. Totally dedicated to the idea that customer support always equals sales support. More than seven years as an industrial engineer and more than five years as sales support engineer.

Core Strengths

Matching customers’ needs with our products	Consultative selling
Leveraging market intelligence	Troubleshooting
Spotting industry trends	Mastering production procedures

Professional Experience

Railtor Packing Equipment Company, Auburn, Alabama 1998 to Current

Sales Support Engineer

Responsible for the sales process from lead generation to delivery to comprehensive follow-up. Collaborate closely with our engineering, marketing, and sales departments to match or modify our 215-item product line to customers’ requirements. Work closely with customers to develop best practices—often on site. Develop and qualify new leads for a company with \$375M annual sales.

- Used customer’s requirements to spin off new product line that generated \$200K in sales.
- Helped a customer find better ways to use our legacy equipment. Sold upgrade worth \$350K.
- Found an improved method to capture second-level leads by establishing relationships with purchasing professionals

Education

University of Alabama, Birmingham, Alabama
Bachelor of Science in Industrial Engineering, 1985

References Furnished Immediately upon Request

Keywords

Engineering Sales
Technology
RFP
Consultative Selling
WAN
Data Sales
Network Design
Pricing
Semiconductor
Computers
Software
Hardware
Programming
LAN
Cisco Certified
OEM
IP
Nortel
Special Pricing
Router
Network
Architecture

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am your link to the most influential buying decision makers in your market: engineers. I do a lot more than speak “engineering-ese” fluently. I know how to spark engineers’ desire to make a very smart buy—and avoid triggering their powerful aversion to being “sold.” And what I sell is more than our products. I sell the confidence that guides companies to think of us as their sole source for capability that drives their own profits. I want every sale I make to be the first of many.

SAP ANALYST

Keywords

Business Process
Improvements
Capacity Allocations
Customer
Relationship
Management
Demonstrated
Foresight
ERP Business
Solutions
Implementation
Projects
Materials
Management
Networking
Capabilities
Parallel Business
Models
Performance
Measurement
SAP
Project Management
Realized
Profitability
Sales and
Distribution
Seamless
Integration
Supply Chain
Management
Systems Analysis
Team Leader/
Mentor
Technology
Infrastructure
Visibility Portals

Resume

Michael Smith
25 Tulip Avenue
East Floral Park, New York 11201
(516) 555-2220 / email@email.com

SAP Analyst
Fast-track career providing ERP solutions across multiple industries
Supply Chain Management / Sales and Distribution
Materials Management / Customer Relationship Management

Award-winning IT professional with 18 years of experience leading Fortune 500 clients through global system changes to meet the functional and technical demands of ERP business solutions and SAP requirements.

Core Strengths

Project Management
Systems Analysis
Visibility Portals
Seamless Integration

Supplier Relationships
ERP Business Solutions
Performance Measurement
Networking Capabilities

Professional Experience

INTEGRATED SOLUTIONS, New York, New York

1994 to Current

SAP Business Systems Analyst

Continually measure the performance of ERP business solutions designed to promote the seamless integration of networking capabilities and visibility portals. Define functional requirements to support the transition from a linear, sequential supply chain to an adaptive supply chain network. Equally effective at strengthening supply chain management, customer relationships management, and improving business processes.

- Led an award-winning SAP team in the management of ERP projects
- Built industry-specific modules integrating R/3, APO, and Extricity
- Enhanced supplier relationships and realized profitability by \$20 million
- Optimized supply chain networks and planned capacity allocations

Education

Stony Brook University, Stony Brook, New York

Bachelor of Science: Computer Science, 1993

- Certification in SAP APO DP
- Certification in SAP Retail R/3 Module

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With an 18-year career spearheading large integration projects for parallel business models, specifically Supply Chain Management, I am uniquely positioned to manage your organization's critical ERP implementation projects on both the technical and functional sides. I believe my ability to lead, mentor top-gun SAP teams, and translate business objectives into actionable plans, will prove vital in the development of a highly flexible technology infrastructure to run your business operations.

Team-Fly®

SCHOOL PRINCIPAL

Resume

Joseph Saunders
123 11th Avenue South
Metamora, Illinois 61111
(309) 123-4566 / email@email.com

Secondary School Administrator
Offering 20+ years in education, with a proven commitment
to creating a nurturing culture

Foster teamwork among educators and effectively mentor teachers
to promote student advocacy.
Expertise in Curriculum Development/Instruction &
Supervision/Consulting & Collaboration

Resourceful and visionary education administrator widely experienced in program development, grant writing, curricula development, school consolidation, computer education, staff development, budget management, strategic planning, and community / media relations. Excellent written and oral communication skills.

Core Strengths

Fostering Student Engagement
Encouraging Lifelong Learning
Textbook Review
Consulting/Collaboration

Promoting Authentic Assessment
Designing Courses / Curriculum Planning
Mentoring Educators
Evaluation of Learning Goals & Objectives

Professional Experience

ROSS GAMBLE HIGH SCHOOL, Delaware, Illinois

8/84 to Present

Principal

Oversee all operations, providing personnel development and related services to a staff of 40 teachers, aides, and counselors. Administer programming, long-range planning, and policy development, and ensure compliance with state regulations.

- Built a reputation as a first-class source for information, with cutting-edge teaching techniques and an up-to-date resource library for staff.
- Utilized compression planning process to develop needs assessment for at-risk students.
- Implemented Scientific Literacy Project in collaboration with Southern Illinois University, that was ranked one of the best in the state.

Education

Bradley University, Peoria, Illinois

Master of Science in Education Administration, 5/84

University of Illinois, Urbana, Illinois

Bachelor of Science in History, 5/76

Keywords

Education
School Principal
Lifelong Learning
Program
Development
Grant Writing
Educational
Administration
Cooperative learning
Classroom
Management
Course Design
Curriculum
Planning
School Consolidation
Student Advocate
Textbook Review
Mentor
Vocational
Education
Staff Training and
Development
Teamwork
Consulting /
Collaboration
Evaluation of
Learning goals and
Objectives

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I believe in promoting a nurturing culture that fosters student engagement, but to do it effectively requires a combination of strategies. I mentor individual teachers and make myself available to them, and I try to create a teamwork environment. After all, there's no room for competition, because we're on the same side; we're all student advocates. I've brought a number of seminars to the school to promote staff training and development. I've also worked with counselors and teachers to identify authentic assessment techniques to ensure that we have a good measure of the needs of our students and to help us design targeted learning goals and objectives.

SENIOR BUSINESS CONSULTANT

Keywords

Business Consulting
Sales Channel
Distribution
Business Process
Reengineering
Competitive Market
Position
Corporate Culture
Change
Change Management
Corporate Image/
Vision/Mission
Cross-Functional
Team Leadership
Financial
Management/
Restructuring
Accelerated Growth
Strategies
Operating Leadership
Organizational
Development
Deliverables
Performance
Improvement
Quality Improvement
Advanced
Technologies
Merger/Acquisition
(M&A) Integrations
Initial Public Offering
(IPO) Management
Efficiency
Improvement
Crisis Management/
Disaster Recovery

Resume

Tim Thompson

10 East 14th Street, Apt. 3D
New York, NY 10003
(212) 555-1122 / email@email.com

Finance and E-Business Specialist
Fortune 500, Start-up, and Global Strategic Business Consulting

Broad International Experience—Europe, Pacific Rim, Latin America
M.B.A. in Finance and M.A. in International Affairs from Wharton

Develop innovative business, finance, and e-commerce strategies that deliver impressive bottom-line impact. An acknowledged global thought leader, bringing cross-cultural business expertise to every assignment.

Core Strengths

Business Process Reengineering	Corporate Culture Change
Financial Management	Organizational Development
Performance / Quality Improvement	Advanced Technologies
Accelerated Growth Strategies	Disaster Recovery

Professional Experience

Gunther, Reaburn, & Batson Consulting 1996 to Current

Managing Consultant, Global Practice

Collaborate with management teams of globally aligned companies and start-ups in all industries to provide concrete guidance in business development, business reengineering, competitive market positioning, change management, corporate image / mission / vision restructuring, operating leadership, M&A integrations, IPO management, efficiency improvement, disaster recovery, and crisis management.

- Raised over \$40 million funding for successful Dutch telecom start-up.
- Built Hong Kong's first e-commerce solution, still in business today.
- Brought public / launched (12 nations) the first non-U.S. microbrewery.
- Hold board positions with two Fortune 1000 firms.

Education

The Wharton School, University of Pennsylvania, Philadelphia, PA

M.B.A.: Finance, 1990 / M.A.: International Affairs, 1985

Georgetown University, Georgetown, VA

Bachelor of Science: International Affairs, 1983

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Immediate contribution is my hallmark—I quickly assess your business situation and deliver short-term impacting solutions while delving deeper into the details to develop solutions-based action plans that achieve management and staff buy-in. Using fluency in three languages and an understanding of diverse cultures' business practices, I can improve your global business practices.

SENIOR VP SALES

Resume

Theresa Mascagni
24 Aubrey Court
Princeton Junction, NJ 08550
(609) 555-1122 / email@email.com

**Senior-Level Sales Management Professional
20 Years' Sales and Marketing Leadership**

**Multi-Million-Dollar Achievements in Revenue Gain
Deliver Sustained Business Growth and Solid Alliances**

Transform corporate goals into profits by cross-functional teaming to develop speed-to-market strategies, by constructing innovative sales programs, and by managing dynamic, solutions-based sales teams.

Core Strengths

National Account Oversight
Short- and Long-Term Goals
Sales Program Development
Profit & Loss Oversight

Market Evaluation and Strategy
Sales Organization Restructuring
Sales Force Motivation and Training
C-Level Relationship Management

Professional Experience

Med Solutions, Philadelphia, PA

1998 to Current

Senior Vice President of Sales

Member of core management team directing restart for this leading manufacturer of EMS-related medical devices. Redefined and restructured company, achieving 25% annual growth. Used market and product evaluation, strategy, and competitive analysis to rebuild distribution channels, create lean yet effective sales budgets, develop new accounts, and negotiate joint partnerships for multichannel distribution.

- Took business from \$54 million to \$80 million in under three years.
- Revitalized market position, bringing to fifth in industry from tenth.
- Reduced turnover to 10% less than industry comparables.
- Created systems to address difficulties caused by accelerated growth.

Education

Rutgers University, New Brunswick, NJ

Bachelor of Science: Mathematics, 1982

- Development program in leadership, Harvard Law School, 2001
- Development program in mentoring, University of Michigan, 2000

References Furnished Immediately upon Request

Keywords

Market/Product
Evaluation and
Strategy
Consultative Sales
Techniques
Relationship
Management
Core Management
Team
P&L Oversight
Sales Organization
Restructuring
Short- and Long-
Term Sales Goals
Vice President
National Account
Oversight
Sales Program
Development
Sales Force
Motivation/
Training
Competitive Analysis
Sales Budgets
Strategic Plans
Speed-to-Market
Strategies
Cross-Functional
Teaming
Solutions-Based
Sales
Multiteam Sales
management
Multichannel
Distribution
C-Level Relationship
Building/
Negotiations

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

An experienced senior sales leader, I direct regional and national programs and sales teams serving Fortune 100 companies. We grow new and core business in corporations and entrepreneurial companies, using strategic plans and breakthrough positioning to gain competitive advantage and convert visions into results. I believe in consultative sales combined with calculated risk, and encourage my team to develop and deliver innovative solutions that build business, generate profits, and solidify customer relationships.

SOCIAL SERVICES

Keywords

Crisis Intervention
Behavior Management
Personality Disorders
Adult Services
Casework
Community Outreach
Diagnostic Evaluation
Chronic Substance Abuse
Social Functioning
Independent Living Skills
Human Services
Mainstreaming
Protective Services
Treatment Planning
Youth Training Program
Vocational Rehabilitation
Client Placement
Group Counseling
Domestic Violence
Coping Mechanisms

Resume

Julie P. Rackley, LSW
123 Main Street
South Portland, Maine 04106
(207) 555-9999 / email@email.com

Social Worker / Child Protection Advocate Licensed Social Worker

**Selected to Develop Relevant Programs and Instruct Other Caseworkers
Expertise in Autism and Pervasive Developmental Disorders
Formed Varied Support Groups for Parents**

Diversified Caseworker with an innate ability to access, evaluate, and make decisions pertaining to children (or adults) relevant to their safety and the possible need for treatment or rehabilitation. Many need relocation or protection from dysfunctional home environments, surroundings, and guardians.

Core Strengths

Lead Group Counseling Sessions
Oversee Child Guidance Clinics
Evaluate Personal Characteristics

Diagnostic Evaluation
Investigate Home Conditions
Behavior Modification Programs

Professional Experience

Department of Human Services, Augusta, Maine

1992–Present

Child Protective Caseworker

Counsel individuals or family members regarding behavior modification, rehabilitation, social adjustments, financial assistance, vocational training, childcare, or medical care. Lead group counseling sessions to provide support in such areas as grief, stress, or chemical dependency. Serve as liaison between student, home, school, family service agencies, child guidance clinics, courts, protective adoptive home, or to protect children from harmful environment.

- Developed a program to train other caseworkers to better understand Autism.
- Assisted in the founding of a new outreach hotline for runaways.

Education

University of New England, Biddeford, Maine

Bachelor of Science Psychology / Concentration, Mental Health, 1992

Master in Social Services / Spring, 2003

- Psychology National Honor Society, PSI CHI
- Current GPA/3.8

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a candidate for my Master's in Social Work, I also offer 10 plus years of experience in crisis intervention working with people of all ages and with varying issues. In addition, I have trained other caseworkers and community providers regarding child abuse and neglect, among other areas. I believe your organization could benefit from such diversity while benefiting from my capability to help your organization expand its services in the community.

SOCIAL WORKER

Resume

Naomi Bridges
402 West Adams Street
Pekin, Illinois 61111
(309) 555-1111 / email@email.com

Human Services Professional
Social Services / Case Management / Staff Management

Strong qualifications facilitating cooperative partnerships
in both the private and public sector.
Excellent communication, team leadership, and crisis management skills.

Licensed social worker with extensive experience in the development and management of specialized programs targeting the needs of multiple patient populations. Combine team leadership experience with a solid background in counseling and therapy. Confident and focused under pressure; exercise prudent judgment in decision-making areas.

Core Strengths

The Prevention of Teen Pregnancy
Management/Administration
Regulatory Compliance
Research

Vocational Education
Policy and Planning
Mental Health Assessments
Counseling/Group Therapy

Professional Experience

FAMILY SERVICES AGENCY, Peoria, Illinois 1996 to Present

Team Leader / Case Manager

Direct all aspects of programming and client services for a private agency providing service to children and families throughout three counties. Also manage a busy caseload, with responsibility for identifying client needs and structuring treatment plans in collaboration with an interdisciplinary team of social workers, nurses, therapists, and physicians, with an emphasis on behavioral change and lifestyle goals.

- Launched a six-week high-risk teen pregnancy group incorporating childbirth and parenting education. Solicited the donations of bassinets and layettes to use as incentives to motivate expectant mothers to attend all six meetings; attracted 20+ participants.
- Initiated and delivered a number of educational seminars and workshops including "Close the Gap—Current Challenges of Adolescence," which was sold out within a week. Elected to serve on Peoria's Adolescent Consortium as a result of the success of this program.

Education

UNIVERSITY OF ILLINOIS, Urbana, Illinois, 1996

Master of Social Work

BRADLEY UNIVERSITY, Peoria, Illinois, 1991

Bachelor of Science in Social Services

Keywords

Substance Abuse
and Addiction

Vocational
Education

Adult and Youth
Populations

Childbirth and
Parenting
Education

Counseling

Management /
Administration

Policy and Planning

Regulatory
Compliance

Mental Health
Assessments

Case Management

Daily Living Skills

Parenting Skills

Behavioral Change

Lifestyle Goals

Facilitating Support
groups

Research

Grant Writing

Grant
Administration

Public & Private
Partnerships

Group Therapy

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I began as a case manager and counselor for substance abuse and additional clients from both adult and youth populations, and I progressed to the management of a growing agency. In that capacity, I have forged a number of public and private partnerships with government and public agencies, as well as leaders in the business community. I've also written and administered numerous grants. I believe I offer a unique balance of skills, ranging from clinical social work (developing mental health assessments, helping patients develop effective parenting and other critical skills, and the facilitation of therapy groups) to full administration, including budgeting, research, regulatory compliance, and policy and planning.

SOFTWARE ENGINEER

Keywords

C
C++
Visual Basic
Java
Fortran
Pascal
MCF V++
Infrastructure
Planning
Design
Development
Engineering
System
Functionality
System Stability
Innovative
Self-Starter
Independent
Team Player
Programming
Needs Assessment
Customer
Requirements

Resume

Deborah Neal
5635 Katchina Lane
Anywhere, Idaho 00000
(208) 555-0000 / email@email.com

Software Engineer
17 years of successful experience in designing and developing
sophisticated software systems

Expert Software Engineer
Outstanding Programming Techniques

Proficient in a number of programming languages. Efficient analytical, problem-solving, and decision-making skills. Able to solve complex problems and provide working solutions. Can assist others in utilizing productive programming techniques. Work well under pressure.

Core Strengths

Multidiscipline Engineering	System Functionality
MCF VC++	Embedded Kernel OS
Infrastructure Planning	C and Assembler
Software Design/Development	System Implementation

Professional Experience

AMI SEMICONDUCTOR, Lincoln, Idaho 2001 to Present

Software Engineer

Design, develop, test, and maintain real-time embedded software for proofing devices. Design, develop, test, and maintain DSP, and MCF VC++ application software. Experience in design, development, testing, implementation, and maintenance of systems software written in C and Assembler running in a real-time environment. Experience with version control and cross-platform development tools and procedures.

- Completed a 12-month project in under 9 months—received \$2500 award.
- Lead the Software Engineering Team in a project that resulted in a \$30,000 savings to the customer.

Education

North Idaho College, Couer d'Alene, Idaho

Bachelor of Science Degree in Engineering. Minor: Information Technology. 1999.

- Selected as team leader in development of a new Microsoft game client.
- Awarded Student Innovation Scholarship.

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am organized and capable of self-management. I am a proactive team player. I have excellent programming and functionality skills. I am innovative, creative, and take initiative to get the job done. I can handle stress and unpredictable workloads, conflicting deadlines, and interruptions, and most importantly, have strong interpersonal skills with coworkers. I have outstanding design and development skills. I meet all qualifications described in the posting. I earned a Bachelor of Science degree in Computer Science.

SPEECH THERAPIST

Resume

Cynthia Janis Miller
137 East Longwood Drive
Miller Place, New York 11764
(631) 555-9080 / email@email.com

Speech Therapy
Eight years' experience in speech-language pathology
Screenings, Evaluations, and Recommendations
Early Intervention / Kindergarten-Secondary Education

Credentialed speech-language pathologist experienced providing speech-language therapy to children, adult, and geriatric speech-impaired clients throughout clinical, hospital, educational, and homecare settings.

Core Strengths

Screenings and Evaluations	Program Development
Auditory Processing Deficits	Early Intervention
Language Acquisition	Standardized Testing
Augmentative Communication	Cochlear Implants

Professional Experience

St. Augustine Catholic School, Brentwood, New York 1997 to Current

Speech-Language Pathologist

Manage the development and implementation of speech and language therapy for children with receptive and expressive language delays, neurological auditory processing deficits, articulation/phonological disorders, and oral motor feeding impairments. Perform diagnostic screenings and evaluations, develop Individual Education Plans, and attend Committee on Special Education Annual Review meetings.

- Advise parents/teachers on educational and communication strategies.
- Conduct weekly support groups for parents of speech-impaired children.
- Developed "Hear Me Out," a socially structured after-school program.
- Coplanned the school's first interactive Web site, "Kids Talk."

Education

Northwestern University, Evanston, Illinois

Masters of Science: Speech-Language Pathology, 1992

- New York State Licensed Speech-Language Pathologist
- New York State Certificate of Clinical Competence

Keywords

After-School Programs
Auditory Processing Deficits
Augmentative Communication
Children, Adult, Geriatric
Clinical, Educational, Homecare
Cochlear Implants
Committee on Special Education
Communication Strategies
Early Intervention
Feeding Impairments
Individual Education Plans
Language Acquisition
Phonological Disorders
Planning and Development
Receptive and Expressive Delays
Screenings and Evaluations
Small-Group Speech Therapy
Speech-Impaired
Standardized Tests
Support Groups

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

As a speech-language pathologist with a background working in clinical and educational settings, my strengths include diagnostic screenings, evaluations, and therapies for speech-impaired client populations, specifically children. Combined with a commitment to fostering communication between parents, students, and professional teams, I am confident that I would be an asset to your school district.

SPORTS AGENT ATTORNEY

Keywords

Athlete Contract
Negotiation
Good Faith
Negotiation
Arbitration
Representation
Contract
Signing Bonus
Right Not to be
Traded
Performance
Incentive Clause
Endorsements
Fluent in Spanish
JD
Westlaw, Lexis Nexis
Free Agent
First-Round
Selection
Research, Structure
Contracts
Multimillion,
Multiyear
Contracts
Media Relations
Severance
Meticulous
Preparation
Commitment to
Community
Philanthropy

Resume

Bianca L. Freeman
1134 Holmgren Way
Green Bay, Wisconsin 54303
(920) 555-1122 / email@email.com

Sports Law Attorney
Negotiate multimillion, multiyear contracts for professional athletes

Recognized in *Sports Business*’ “100 Most Powerful People Behind the Scenes”
Represented 20+ first-round selections in football’s free-agent draft

With partner, successfully negotiated more than \$1 billion in athletic contracts. In addition to athlete contract negotiation, provides wealth management, endorsement, media relations, and philanthropy services.

Core Strengths

Contract research, structure
Multimillion contract negotiation
Endorsements
Media relations

Player representation
NBA, NFL
Wealth management
Commitment to community

Professional Experience

SMITH & FREEMAN, S.C., Appleton, Wisconsin

1993 to Present

Sports Law Attorney, Partner

Research, structure, and negotiate multiyear, multimillion contracts for athletes. Negotiate and draft endorsement contracts. Assist with media relations. Represent clients during NFL or NBA grievances, hearings, or appeals. Recommend wealth management programs, including financial planners and accounting services. Collect career-ending/disability proceeds. Obtain termination and severance pay.

- Negotiated a \$150 million, eight-year contract for NBA forward, Stiltz Tully.
- Negotiated a \$4.2 million, two-year contract for NFL Green Bay Packer tight-end, Fred Mertz.
- Named to *Sports Business*’ “100 Most Powerful People.”

Education

Marquette University, Milwaukee, Wisconsin

Juris Doctor, 1990

- Editor, Marquette Sports Law Review
- President, Sports Law Society

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Recognized as one of *Sports Business*’ “100 Most Powerful People Behind the Scenes in Sports,” I am skilled with negotiating multimillion, multiyear contracts for football and basketball athletes. In addition to successful athlete representation, I assist my clients with wealth management, endorsement, and workers compensation services. I have a commitment to philanthropy and won’t work with clients unless they agree to give back to their community.

SPORTS COACH

Resume

Paul Macca
3439 Fastbreak Lane
Denver, Colorado 80212
(303) 555-9523 / email@email.com

Intercollegiate Basketball Coach
Successful Athletic Administrator—NCAA Division 2
Turnaround Management / Team Building
Academic Standards

Results-oriented leader with excellent skills in instructing, guiding, and motivating college-level basketball players. Effectively employ group and one-on-one training and development programs. Member of National Association of Basketball Coaches.

Core Strengths

Team Building	Team Image
Nutrition and Fitness	Skills and Conditioning
Recruiting	Scouting

Professional Experience

THE ROCKIES UNIVERSITY, Denver, Colorado 1995 to Current

Head Coach

Lead 12-man basketball squad with emphasis on sportsmanship, personal development, life-long learning, and academic success. Oversee staff of three assistant coaches, providing guidance on scheduling, travel planning, and equipment inventory issues.

- Improved program graduation rate from 78% to 95%. Team GPA skyrocketed to 3.6.
- Led team to winning season five of seven years.
- Established cross-sport summer fitness camp, boosting enrollment by 350% within four years.
- Upgraded off-court dress code, boosting team's professional image.

Education

University of Denver, Denver, Colorado
Master of Arts/Sports Psychology, 1988

- Vice President, College Leadership Guild
- GPA 3.9

Keywords

NCAA Division 2
Athletic
Administration
Turnaround
Management
Recruiting
Scouting
Team Building
One-On-One
Training and
Development
Player Development
Team Scheduling
Travel Planning
Team Image
Leadership Training
Sportsmanship
Lifelong Learning
Skills and
Conditioning
Nutrition and
Fitness
Off-Season Camps
Academic Standards
Equipment
Inventory
National Association
of Basketball
Coaches

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

In seven years of coaching in the college ranks, I have proven myself to be a superior athletic leader. My focus is on individual player development, both on and off the basketball court, as the basis of team cohesiveness and success. I contribute to the positive image of the school by stressing the value of sportsmanship, ongoing learning and development, and academic effort. My aggressive scouting and recruiting program attracts noteworthy talent as the foundation for team achievement and school visibility.

SURVEYOR

Keywords

Surveyor
Real Estate
Development
Theodolite
GPS/GIS
CAD
Scientific
Instrumentation
Plats for
subdivisions
Airspace for Airports
Land Surveys
Maps
Transit
Topographical
Subsurface
VISIO
Excel
SoftDesk
Eaglepoint
ArcView
Precise
Computations
Accurate

Resume

Nancy Salisbury
119 South 100 East
Anywhere, Idaho 00000
(208) 555-0000 / email@email.com

Surveyor
Land and Airspace

Proven Senior-Level Surveyor
Professional Land Surveyor's License

Seasoned senior-level surveyor with ability to perform a variety of functions and support. Outstanding skills using state-of-the-art instrumentation and equipment.

Core Strengths

Extremely precise	Experienced in fieldwork
Proficient use of GPS/GIS equipment	Project oriented
Enjoys outdoors, walking, climbing	Goa oriented
Team builder and player	Excellent technology skills

Professional Experience

MOUNTAINVIEW ENGINEERING, Idaho Falls, Idaho 1988 to Current

Senior Surveyor

Plan and oversee a variety of field work including land and airspace distance and direction measuring. Interpret GPS and GIS data, verify accuracy of data, prepare plots and maps, and write reports. Research evidence of previous boundaries, analyze data to determine location, and record results. Create plats for subdivisions. Utilize electronic distance-measuring equipment. Provide expert testimony in court cases as needed.

- Developed a new process that allows tracking of researched records.
- Improved process for computerizing lab notes and record keeping.
- National Society of Professional Surveyors.
- Coordinated a successful summer survey student camp.
- Prevented a major litigation case over boundary disputes.

Education

Idaho State University, Pocatello, Idaho

Bachelor of Science Degree in Surveying. 1988.

- Dean's List, two Years
- Recipient, Michael Roberts Scholarship Award

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I meet all the qualifications outlined in the job posting, including a Bachelor's degree. I have been a successful surveyor saving each company money by improving existing processes with state-of-the-art technology. I am dedicated to the project from conception to completion. My physical stamina allows me to stand for long periods of time. I enjoy the outdoors, walking, climbing, and using scientific instrumentation. Researching, analyzing, interpreting, and technology are some of my greatest strengths.

Team-Fly®

SWITCH ENGINEER

Resume

Willy Garrou
29587 Compo Parkway
Westport, Connecticut 06880
(203) 555-1122 / email@email.com

Switch Engineer
10 years' experience in Telecommunications
Ethernet Specialist

Experienced switch engineer with background in installations, conversions, configurations, infrastructure design, and architecture. Ability to support all aspects of system life cycle from inception to implementation.

Core Strengths

Circuit analysis	Troubleshooting
Multivendor systems	Testing
Fiber optics	Design
Simulations	Architecture

Professional Experience

Network Engineering, Inc., New Milford, Connecticut

Switch Engineer

Provided on-site support and deployment/integration services to companies in the United States and abroad. Performed installation, configuration, troubleshooting, and maintenance of LAN/WAN hardware, server, PC system construction, and NetWare. Resolved applications problems and software interface issues. Designed wireless connections to accommodate multiple locations and remote access.

- Reconstructed switch rooms to upgrade 31,000-station network
- Designed new switching systems with gateways to new technologies
- Worked with Lucent Technologies to customize switch for project
- Developed simulation model for testing operations

Education

Fairfield University, Fairfield, Connecticut

Bachelor of Science, Computer Engineering. 1991.

- Alpha Sigma Nu
- Summa Cum Laude

References Furnished Immediately upon Request

Keywords

Telecommunications
Circuit Analysis
Troubleshooting
Signals
Ethernet
Architecture
Design
Testing
Simulation
Fiber Optics
Digital
Analog
Network
LAN
Outages
Multivendor
Life Cycle
Software Interface
WAN
TCP/IP

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have extensive experience in circuit analysis, switch, hub, and router design in LAN/WAN hardware installation and configuration. I am skilled in network infrastructure design and troubleshooting, as well as applications troubleshooting. My background includes new product and upgrades to existing networks and integrations. I have worked in analog and digital design. Taking a project from inception to implementation supporting the system life cycle, I can set up and maintain multivendor system operations.

SYSTEMS ADMINISTRATOR

Keywords

Systems Acquisition
Systems Configuration
Systems Development Methodology
Systems Documentation
Systems Engineering
Maintenance and Troubleshooting
Systems Implementation
Object Oriented
Systems Security
Network Administration
Hardware
Software
Database Administration
Help desk
Staff Training and Support
Data/disaster Recovery
Emerging Technologies
Multimedia Technology
Information Technology
For-Profit and Nonprofit Expertise

Resume

Brook Garrou
597 Rice Street
St. Paul, Minnesota 55104
(651) 555-2201 / email@email.com

Systems Administrator
For-Profit & Nonprofit Background
10 Years of Broad-Based Experience
Proactive Technology Solutions

Technology: **Hardware:** LAN; Multiuser Interface; **Systems:** Windows NT/2000, DOS, Novell, UNIX, PC; **Applications:** MS Office 2000, Photoshop, PageMaker, CAD, SQL, IndDesign, C++, JavaScript, ACT!; **Other:** optics, CD-ROM, videos, phones, diverse peripherals.

Core Strengths

Hardware and software	Peripherals
Emerging technologies	Multimedia technology
Help desk	Data and disaster recovery
Staff training and support	Object-oriented development

Professional Experience

MILLENNIUM SYSTEMS INNOVATIONS, Minneapolis, Minnesota 1995 to Current

Systems Administrator

Direct engineering team responsible for configuration and field installation of customer sites. Capitalize upon high-growth market opportunities with e-commerce, videoconferencing, CD-ROM, and Internet enhancements. Staff and operate a 24/7 help desk supporting both internal and external customers. Build computer systems from “nuts” up. Oversee hardware, software, networks peripherals and related technology systems. Guide all aspects of administration to ensure optimum acquisition, development, methodology, functionality, and security.

- Redesigned development/engineering protocols *ahead* of changing user requirements.
- Introduced time-sensitive data recovery processes, and virtually eliminated all data losses.
- Authored Seagrams’ in-house disaster recovery process.
- Received *Outstanding Performance Awards*, six years consecutively.

Education

St. Cloud State University, St. Cloud, Minnesota

Bachelor of Science: Business Computer Information Systems (BCIS), 1992

- Computer & Technology User Services Work Study
- BCIS Club Secretary, 1990–1992

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My expertise covers system engineering, database administration, system implementation, and security. Proactive with emerging technologies, I frequently advance object-oriented and multimedia systems into development. I am frequently the key resource for all hardware, software, network, and database training and support. I’ve developed a reputation as the help desk and data/disaster recovery “Dear Abby,” approached 24/7 by colleagues. My leadership, training, and technical expertise allows me to contribute immediately in managing projects and resources.

TAX SPECIALIST

Resume

Ronald Lockwood
47 Plymouth Avenue
Duluth, Minnesota 55811
(218) 555-4712 / email@email.com

Senior Tax Specialist
Expert Qualifications in Strategic Planning & Financial Leadership

Corporate Tax Policy / Tax Assessment Reduction
Negotiations / Audits / Appeals / Protests / Compliance

Hands-on financial executive with 20 years of experience in all aspects of corporate taxation. Consistent record of accomplishment planning and implementing tax strategies to achieve competitive advantage.

Core Strengths

Tax Planning Opportunities
Financial Statement Reporting
Revenue Apportionment
Forecasting & Management

State & Federal Tax Work Papers
Corporate Tax Policy
Tax Allocation Specialist
Federal & International Tax Issues

Professional Experience

E. I. DUPONT DE NEMOURS & CO., Duluth, Minnesota 1995 to Current

Senior Tax Specialist

Challenged to direct continuous improvement and aggressive automation of all Tax Department systems and processes. Responsible for management of successful execution of all federal, state, and local tax compliance. Successful completion of all federal, state, and local estimated payments and extensions; all state and local income, property, and sales/use tax planning; and reacting appropriately to changes thereto.

- Finalized settlement with IRS reducing proposed deficiency by \$7.9 million.
- Used IRS Advanced Issue Resolution (AIR) to reduce cost by \$500 K.
- Successfully expedited a \$4 million claim for federal refund.
- Developed and instituted completely computerized tax provision system.

Education

Cornell University, Ithaca, New York

Bachelor of Arts / Business Administration, 1983

- Concentration: Tax Preparation, Statistics, and Operations Mgmt.
- Magna Cum Laude distinction

References Furnished Immediately upon Request

Keywords

Reduced Deficiency
Tax Provision System
Disallowances
Penalty Assessment Reduction
Cash Management
Audit Controls
Corporate Tax Policy
Tax Analysis & Planning
Audit Assessment Reduction
Appeals & Protests
Tax Allocation Strategies
Consolidated Tax Return Filing System
Rapid Calculation
Financial Audits
Sales and Use Tax
State and Local Transactional Tax
Work Papers
Revenue Apportionment
Department of Revenue
Advanced Issue Resolution

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With more than 20 years of experience as a tax specialist at the director level, I offer a broad record of accomplishment in all aspects of corporate taxation. Specifically, I have designed corporate tax policy and handled extensive reporting of sales and use, and other specialized areas. I excel in the areas of penalty assessment reduction and advanced issue resolution. With a consistent record of savings in operations, planning, and successful completion of audits, I will quickly and positively affect your bottom line.

TELECOMMUNICATIONS/E-SOLUTIONS

Keywords

Wireline
Wireless Networks
Digital Networks
Packet-Switched
Networks
Fiber Optic Cable
Third-Generation
Wireless (3G)
Telephony
Mobile Networks
Network Design
Frame Relay
Network
Installation
Internet Access
IP
Project Management
Legacy Systems
Integration
E-Commerce
Infrastructure
Voice and Data
Networks
Computer
Programming
Software Design
RFP

Resume

Dan Schmitz
2288 Water Street
Long Beach, California 90806
(310) 555-1122 / email@email.com

E-Solutions Specialist—Telecommunications Network Engineer

10 years' experience providing e-business solutions through Internet access and legacy systems integration and redesign.

Core Strengths / Technical Skills

- Network operating systems: Banyan VINES, Novell NetWare, Windows NT Server
- Network hardware: Ascend, Cisco, FORE, Nortel, Xylan
- Network protocols: SMTP, DNS, Telnet, FTP, TCP/IP, IIS
- Operating systems: Microsoft, Red Hat, SCO, Silicon Graphics, Sun
- Programming: C++, C, Perl, TCL/TK, Python, Fortran, and Shell Scripting
- Software applications: Adobe, Corel, Microsoft, Lotus, SAP
- Internet: HyCurve, Microsoft, Novell, Open Market
- Security: Check Point, ISC2, ISACA
- Certified Cisco Network Professional and Cisco Design Professional—CCNP and CCDP
- Microsoft Certified Systems Engineer + Internet—MCSE and Internet

Professional Experience

SENIOR NETWORK ENGINEER (E-Solutions)

1995 to Present

Sprint Communications Company, LP
Alameda, California

Assess medium to large business data communications needs for high-speed digital, telephony, internal/remote LAN/WAN networks, and enterprise applications. Present project proposal to clients along with cost-benefit analyses. Project management activities cover installation and testing, acquisitions, personnel, schedules, and budgets. Work closely with business and technical teams to ensure minimal disruption of services and maximum customer satisfaction.

- Transitioned a major sporting goods chain from host-based, proprietary platforms to open, client/server architectures. Expected cost savings of \$200,000 by the second year of operation.
- Built enterprise architectures and application systems for on-line transaction processing, decision support, and workgroup computing. Net profits increased over 20% in the first year of ownership.

Education

California State University at Long Beach, California
Bachelor of Science in Computer Systems Engineering—1991

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I offer a substantial history of economical network design and installation successes in a variety of platforms, including wireline, wireless, third generation, and fiber optic. Along with my degree in Computer Systems Engineering, continual recertification in popular networking platforms assures you that I have a solid background in current technology. In fact, I have deployed two WANs of both voice and data for two enterprise operations of over 100 sites each. My practical understanding of e-commerce infrastructures allows me to develop cost-effective architectures that stay technologically viable for many years.

TELEMARKETING MANAGER

Resume

Jessica Lane
4311 Ipmire Blvd.
Columbus, Ohio 43219
(740) 555-1122 / email@email.com

Telemarketing Manager
Driving Sales Within Advertising, Marketing, and PR Industries
Data Analysis & Interpretation / Product & Program Marketing
Revenue-to-Expense Projection / Telemarketing Operations

Accomplished, extremely motivated telemarketing manager offering three years of continuous sales achievements and company recognition for ability to maintain optimum performance levels with minimal employee turnover.

Core Strengths

Solicitation Improvement	Revenue-to-Expense Projection
Goal Setting / Problem Solving	Compensation Reward/Recognition
B-to-B/B-to-C Telemarketing	Incentive Programs Design
Long-Term / Short-Term Forecasting	Training Coordination

Professional Experience

SOLID EDGE CONSULTING GROUP, Columbus, Ohio 1999 to Current

Telemarketing Manager

Foster extremely productive and positive call center environment for prestigious, high-volume public relations company. Accountable for all telemarketing operations including workforce management and reporting, staff recruiting/coaching and development, and problem analysis/decision making. Demonstrate expert knowledge over a variety of telemarketing applications and methodologies.

- Executed strategic telemarketing sales campaign that increased sales by 300%.
- Improved overall productivity by empowering staff with effective sales techniques.
- Recognized as Top Telemarketing Commission producer throughout employment.
- Contributing author for innovative script development/ objection handling.

Education

Franklin University, Columbus, Ohio
Bachelor of Arts: Sales and Marketing, 1995

- GPA 3.5
- Student Services Assistant

References Furnished Immediately upon Request

Keywords

Data Analysis & Interpretation
Product/Program Marketing
Workforce Management & Reporting
Recruiting/Coaching and Development
Telemarketing Applications/ Methodology
Revenue-to-Expense Projection
Problem Solving
Telemarketing Operations
Script Development/ Objection Handling
Compensation Reward/ Recognition
Business-to-Business Telemarketing
Business-to-Consumer Telemarketing
Problem Analysis and Decision Making
Ergonomics
Goal Setting
Incentive Programs Design/ Implementation
Short/Long-Term Forecasting
Training Coordination
Solicitation Improvement
Call Center

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

One of the major difficulties in telemarketing is employee retention. With a strong talent in team building, I am certain that I would identify, recruit, and encourage qualified employees. I would design and implement worthwhile incentive programs and empower my sales staff with strong scripting and training in handling objections. My business-to-business/business-to-consumer telemarketing experience, my ability to motivate, and my in-depth understanding into telemarketing operations are good indicators of my long-term performance with your company.

TRANSPORTATION/LOGISTICS SPECIALIST

Keywords

Transportability (Towing, Self-Propulsion, Common Carrier)
Common Carrier (Highway, Railway, Waterway, Airway, or Sea Lift)
Modes of Transportation (Truck, Aircraft, Rail, Ship)
Program Management
Federal Regulations
System Design and Review Interface
Reducing Transportation Costs
Item Transportability Optimization
Distribution and Delivery
Trade-Off Analysis
Strategic Partnerships
Global Information Systems
Government and Industry Networks
Intelligent Transportation Systems
International Border Clearance Program
Department of Transportation
Safety and Environmental Considerations
Standard Dimension Limits
Physical Properties
Dynamic Limitations

Resume

Robert Kavanaugh
1953 Orchard Street
San Diego, California 92108
(619) 555-1122 / email@email.com

Logistics Specialist
Transportation Solutions & Disaster Prevention through
Early Design Influence
Trade-Off Analysis / Alternative Solutions

Certified Professional Logistician (CPL) with 10 years' experience in logistics transportation and distribution management. Driven to attain "seamless transportation" and cost reductions through early participation in the system design review process and employment of holistic approaches that consider social, political, and environmental issues.

Core Strengths

Program Development & Management	Global Information Systems
Transportation Modeling/Simulation	Federal Regulations
Government & Industry Contacts	Disaster Planning

Professional Experience

BOOZ, ALLEN, HAMILTON	1996 to Current
San Diego, California	

Overland Transportation Programs Manager

Develop or redesign transportation plans and emergency plans for companies experiencing losses in their transportation infrastructure. Select best and alternate plans based on simulations of transportation modes, routes, characteristics, limitations, and program constraints.

- Identified the logistics infrastructures for and negotiated a strategic partnership between a major overland freight carrier and a local telecommunications company, to provide a global information system utilizing global positioning system and Internet technology for tracking its \$50 million truck fleet and scheduling deliveries.
- Recommended safe alternate routes for Coca-Cola® deliveries into volcanic activity areas, based on intimate knowledge of the trade corridors along Interstate-35 and government and industry contacts.

Education

Oxnard Community College at Oxnard, California
Certified Professional Logistician / 2000

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a Certified Profession Logistician who can reduce transportation costs and cut delivery times dramatically through early development of master transportation and distribution plans. My practical logistics experience ranges from arranging military airlifts and sealifts to the uninterrupted distribution of Coca-Cola® during a volcanic eruption. If there is a better way to deliver a product safely, I will find it through my familiarity with global information systems and domestic and international carriers and routes.

TRAVEL AGENT

Resume

Tammy Tice
1234 Paradise Road
Las Vegas, Nevada 89104
(702) 555-4523 / email@email.com

Professional Travel Agent
Certified Travel Counselor Since 1985

Corporate Travel / Family Vacations
Ecotours and Recreational Activities

Capable and confident travel industry professional. Extensive knowledge of global distribution systems. Proven success in developing new business and cultivating long-term client relationships.

Core Strengths

International Travel	Customs Regulations
Travel Crisis Information	Vacation Packages
Charter Flights	Cruises
Customer Service	SABRE

Professional Experience

TRAVEL PARTNERS, Las Vegas, Nevada 1995 to Present

Travel Consultant

Help walk-in clients with all travel needs, including flight reservations/ticketing, transfers, hotel accommodations, and car rentals. Partner with area businesses on customized corporate travel packages. Take twice-a-year familiarization trips, acquiring first-hand experience at various domestic and international destinations. Responsible for maintaining travel advisory pamphlet.

- Assisted owner with successful transition from antiquated computer reservations system to state-of-the art global distribution system.
- Memberships: American Society of Travel Agents, Institute of Certified Travel Agents, International Airlines Travel Agency Network.

Education

University of Nevada, Las Vegas, Las Vegas, Nevada
Bachelor of Science / Hotel Administration, 1983

- Member, Hotel Alumni Association
- Treasurer, Student Hotel Association

Keywords

American Society of
Travel Agents
(ASTA)
Institute of Certified
Travel Agents
(ICTA)
International
Airlines Travel
Agent Network
(IATAN)
Certified Travel
Counselor (CTC)
Computer
Reservations
System (CRS)
SABRE
Vacation Planning
Corporate Travel
Charter Flights
Hotel
Accommodations
Rental Cars
Cruises
Family Vacations
Tour Packages
Ecotours
Recreational
Activities
International
Destinations
Customs
Regulations
Familiarization
Trips
Travel Crisis
Information

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am a true travel industry professional recognized for my ability to build relationships with customers, ensuring their repeat business. You won't have to spend much time training me since I have been a Certified Travel Counselor for 17 years, and am an expert in the SABRE computer reservations system. I pride myself on my knowledge of international destinations and can skillfully assemble a range of packages, from corporate travel to family vacations.

TV PRODUCTION MANAGER

Resume

Lori Nuss

1359 Highland Avenue
Burbank, California 91510
(818) 555-1111 / email@email.com

TELEVISION PRODUCTION MANAGER 10+ Years' Production Experience

Skilled Manager and Negotiator
**Reputation for Coordinating Diverse Teams in a Fast-Paced,
High-Pressure Environment with Critical Deadlines**

Industry reputation for expertise in managing business and production functions with attention to meeting timelines and budget concerns. Proven ability to negotiate contracts securing favorable terms for equipment, supplies, locations, services, and top talent. Background includes features, commercials, and television broadcasting. Works well with diverse temperaments; adept in scheduling, directing, and coordinating cross-functional crew members.

Core Strengths

Budget Development/Management
Negotiations
Set Design & Props
Time & Resource Management

Script Breakdowns
Shooting Schedules
Crew & Staff Management
Planning & Delegating

Professional Experience

ZYX NETWORK Burbank, CA

1995–Present

Production Manager

Advanced through series of progressive production positions. Key member of team responsible for ensuring success and high ratings of “The Hollywood Journal” daily entertainment news show. Previous projects included the *6:00 News* and *L.A. Morning*.

- Recognized by Television Academy for contributions to profession.
- Conceived and guided production of numerous special remote stories, showcasing up-and-coming talent in Southern California.
- Suggested and oversaw details of station participation in numerous fund raising drives including AIDS Project L.A. and campaign for Santa Monica’s homeless population.

Education

UNIVERSITY OF SOUTHERN CALIFORNIA, Los Angeles, CA
B.A. in Film & Television

Excellent Industry Recommendations Available upon Request

Keywords

Television
Multimedia
Crew
Production/Direction
Advertising
Commercial
Production
Television News
Cable Television
Advertising
Programming
Problem Solving
Props
Relationships
Schedule
Script Breakdown
Set Design
Shooting Schedule
Supplies
Talent
Time Management

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I have 10 years’ progressive experience managing production, from inception through the end of production. I have a keen eye for breaking down scripts and developing detailed cost and crew budget requirements. I realize how important it is for you to have someone focused on meeting deadlines while staying within budget, and that has always been a priority for the projects I managed. I am skilled in negotiating contracts including talent, locations, equipment, and supplies.

UNDERWRITER

Resume

Mary Jane Young
728 River Road
Trenton, New Jersey 08608
(609) 555-2345 / email@email.com

Mortgage Loan Underwriter
Technical Expertise in Mortgage Loan Process and Underwriting
Mortgage Banking / Consumer Lending
Wholesale Mortgage Operations in Production Environment

Analytical, decisive underwriter experienced in all types of consumer loan products, including home equity, second mortgages, and FNMA/FHLMC, as well as "A" paper jumbo loans sold into the secondary market.

Core Strengths

Consumer Loan Underwriting	Funding and Loan Documentation
Commercial and Investor Banking	Home Equity and Second Mortgages
Desktop Underwriting	Underwriting Team Motivation
State Fair Lending Act	FHA D/E, VA, FNMA/FHLMC

Professional Experience

FIRST NATIONAL BANK, Trenton, New Jersey 1994 to Current

Mortgage Underwriter II

Underwrite conventional first trust deed residential mortgage loan requests using bank mortgage credit policies, as well as standard secondary market guidelines. Serve as technical resource for mortgage loan criteria, with strong knowledge of state and federal lending regulations, and jumbo loan underwriting. Promoted from loan processor with signing authority.

- Overachieve line production/sales standards for mortgage underwriting, while carefully analyzing credit and collateral packages for compliance with Fannie Mae, Freddie Mac, and FHA investor guidelines.
- Efficiently and accurately produce heavy underwriting services caseload with ease, making credit decisions within acceptable service levels.
- Consistently surpass annual goals for volume and customer service.

Education

Mercer County Community College, West Windsor, New Jersey

Associate of Science, Business Administration—1994

- New Jersey Underwriters Certification (HUD / MVA)—1994
- New Jersey Mortgage Banker's License—1994

References Furnished Immediately upon Request

Keywords

Mortgage Loan
Underwriting
Mortgage Banking
Consumer Lending
Wholesale Mortgage
Operations
Production
Environment
Consumer Loan
Products
Home Equity
Second Mortgages
FNMA/FHLMC/
FHA/VA
"A" Paper Jumbo
Loans
Secondary Market
Consumer Loan
Underwriting
Funding and Loan
Documentation
Commercial and
Investor Banking
Desktop
Underwriting
Underwriting Team
State Fair Lending
Conventional First
Trust Feed
Residential
Mortgage Loans
Jumbo Loan
Underwriting
Line
Production/Sales

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

Overachieving line production goals, while maintaining sound consumer loan underwriting decisions, has been the hallmark of my underwriting career. I bring extensive knowledge of conventional, conforming/jumbo, FHA, Fannie Mae, Freddie Mac, and VA loans, as well as state and federal lending regulations. Accustomed to decisive customer interaction and collaborative team relationships, I can model high-level underwriting services while producing results for you.

UNIX MANAGER

Keywords

Hardware/Software
Performance
Hardware/Software
Availability and Repair
UNIX Server Architecture
UNIX Server Hardware
Installation/
Maintenance
Database Management
Systems
Application Development
Environments/ Utilities
Problem Resolution
Failure Recovery
Server/Workstation/
Network
Interoperability
SQL Server/Oracle/
Exchange Server
UNIX-Based System
Security
UNIX-Related Team-Wide
Technical Support
Server Performance
Analysis
Hardware/Software
Research and
Requisition
End-User Support
Methodology
Sun Solaris
Computer Science Degree
ERP Administration/
Management
Experience
Budget Management
Team Leadership

Resume

Glenna Hazen
103 Dylan Street
Patchogue, NY 11772
(631) 555-1122 / email@email.com

UNIX Manager
Install, Configure, and Maintain UNIX Workstations and Servers
Support Business Processing Requirements
Skilled in Wide Array of Technical Principles, Theories, and Concepts

Seven-year background in UNIX systems administration. Strong skills in system installation, configuration, troubleshooting, tuning, planning, backup, and disaster recovery. ERP and Sun Solaris experience.

Core Strengths

UNIX Server Architecture
UNIX-Based System Security
Installation/Maintenance
System Interoperability
Failure Recovery
Budget Management
Problem Resolution
Team Technical Support

Professional Experience

Computer Associates, Hauppague, NY 2000 to Current

Senior UNIX Manager

Administer all changes and upgrades. Install, configure, and maintain all company UNIX systems using various Sun performance commands. Monitor, repair, document, and report on systems' operation and performance. Oversee server administration, server revision control, and maintenance, including software, firmware, and updates. Communicate clearly with technical and nontechnical staff. Provide team leadership.

- Designed innovative UNIX-related team-wide technical support model.
- Delivered new server performance analysis adopted companywide.
- Trained staff in new application development environments/utilities.
- Developed leading-edge end-user support methodology.

Education

St. Joseph's College, Patchogue, NY
Bachelor of Science: Computer Science, 1995

- GPA 3.75
- Vice President, Future Business Leaders

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I believe in operating IT as a contributing value addition rather than a fixed cost. As a broadly experienced IT professional, I bring a wide array of hands-on skills to this position including operation and support of UNIX-based systems and system-level applications. I have a unique ability to bridge the communications gap that often exists between the tech side and the business side, translating both areas' needs and solutions so that operational goals are met, budgets are kept, and internal and external customers are supported.

Team-Fly®

VETERINARY ASSISTANT

Resume

Theresa Pizano
207 Dorothy Place
Kenmore, New York 14226
(716) 555-8390 / email@email.com

Veterinary Technician
Specialized in General Practice, Dental Care, and Surgery
Caring and Compassionate Small-Animal Health Professional

Licensed Veterinary Technician with over 10 years' clinical experience in pre- and post-operative care, as well as general pet examination and treatment.

Core Strengths

Intensive Care	Emergency Treatment
Preventive Dental Care	Surgical Preparation and Assistance
Wound Care	Medication Dispensing

Professional Experience

TRANSIT ANIMAL HOSPITAL, Eden, New York 1992 to Present

Veterinary Technician

Assist veterinarians and surgeons during examinations, treatments, and surgery. Perform fluid therapy, oxygen therapy, catheterization, and venipuncture. Monitor vital signs and administer injections and anesthesia. Educate owners on patient care and provide comfort and sympathy. Oversee and schedule laboratory tests. Purchase medical supplies and control drug inventory.

- Provide clinical supervision to team of 12 veterinary technicians, animal caretakers, and animal handlers in busy, urban veterinary clinic.
- Specialize in care of domestic and exotic birds, as well as all dog and cat breeds.
- Write *Tips and Tails* monthly community outreach newsletter that educates owners on appropriate and timely pet care.

Education

Medaille College, Buffalo, New York
Associate in Science: Veterinary Technology, 1992
New York State Department of Education
Licensed Veterinary Technician, 1992

References Furnished Immediately upon Request

Keywords

Pre- and Post-Operative Care
Clinical Supervision
Veterinary Medicine
Patient Examination and Treatment
Fluid Therapy
Surgical Assistance
Owner Education
Wound Care
Injections and Inoculations
Preventive Dental Care
Medication Dispensing
Anesthesia
Oxygen Therapy
Emergency Treatment
Venipuncture
Laboratory Tests
Inventory Control and Purchasing
Patient Preparation
Community Outreach
Small Animal Specialty

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I currently provide clinical supervision to a team of 12 veterinary technicians, animal caretakers, and handlers in a busy, urban veterinary practice, as well as assist veterinarians and surgeons during examinations, treatments, and surgery. Our practice specializes in care of domestic and exotic birds, as well as all dog and cat breeds. I also write *Tips and Tails* monthly community outreach newsletter that educates owners on appropriate and timely pet care.

VOLUNTEER COORDINATOR

Keywords

Multilevel Recruitment
Task Assignment/
Scheduling for Peak
Coverage
Community
Outreach/Public
Awareness
Public Relations
Staff Mediation and
Management
Turnover Reduction/
Participant Retention
Interviewing and
Screening
Multiple Event/ Project
Coordination
Nonprofit
Community Liaison
Confidential Records
Leadership/
Motivation/Team
Building
Telefundraising and
Events Planning
Volunteer Participation
Community Resource
Development
Program Enhancement
Training and
Supervision
Cost Savings
Advertising, Promotion,
and Media Relations
Volunteer Network

Resume

Patricia J. Houston

127 Elmwood Street
Cheektowaga, New York 14227
(716) 555-3711 / email@email.com

Volunteer Coordinator

**Leadership/Motivation / Team Building
Multiple Event/Project Coordination**

Solid track record of developing and implementing creative programs that substantially increased levels of volunteer participation. Provide training and supervision to an enthusiastic and hard-working corps of volunteers.

Core Strengths

Interviewing and Screening
Advertising and Promotion
Events Planning
Turnover Reduction

Community Resource Development
Staff Mediation and Management
Multilevel Recruitment
Confidential Records

Professional Experience

UNITED SERVICES, Buffalo, New York 1994 to Current

Coordinator of Volunteer Services

Recruit, train, and motivate volunteer network of 120+ participants. Create promotional materials to expand community outreach and heighten public awareness. Coordinate task assignment/scheduling to guarantee peak coverage. Identify opportunities for program enhancement. Design materials to improve public and media relations.

- Developed 40-hour training program and monthly in-service seminars, improving quality of service and increasing participant retention.
- Created and promoted "Share-an-Idea Program" for volunteers, resulting in cost-saving suggestions that reduced operating expenses.
- As community liaison, built a visible presence and increased recruitment by 37%.

Education

Villa Maria College, Buffalo, New York

Bachelor of Science—Human Development, 1994

- Graduated Cum Laude with 3.72 GPA
- Youth Leadership Award and "Doing More" Award

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I led the effort to develop a 40-hour training program and monthly in-service seminars, improving quality of service and increasing volunteer retention. We created and promoted "Share-an-Idea Program" for volunteers, resulting in cost-saving suggestions that reduced operating expenses. As community liaison, I built a visible presence and increased recruitment by 37%.

WAREHOUSE MANAGER

Resume

Nicholas Carrington
573 Emerald Plaza, Apt. 2D
Somerset, New Jersey 08873
(732) 555-1234 / email@email.com

Warehouse Manager
Warehousing and Distribution Operations
Materials/Inventory Control Management
Inbound and Outbound Shipments

Warehouse Manager experienced in directing teams to meet tight deadlines in a results-oriented environment. Ensure product quality and customer satisfaction through responsive, accurate, on-time scheduling.

Core Strengths

Materials/Inventory Control
Human Resource Management
Distribution Accountability
Troubleshooting

Cost Containment/Budget Controls
Safety Training/Management
ISO 9000 Certification Standards
Written and Verbal Communications

Professional Experience

MOHAWK CARPETS, Montclair, New Jersey 1989 to Current

Warehouse / Distribution Manager

Senior warehouse manager for multimillion-dollar wholesale distributor of high-end imported wool rugs, supplying 350 mass merchandisers such as Macy's, Sears, and QVC. Full supervisory responsibility for 25 warehouse personnel, safety management and training, cost controls, equipment reliability, and shipment verification. Maintain an orderly stock and staging area for finished goods inventory in a fast-paced department.

- Doubled warehouse and shipping operations efficiency and productivity by transitioning to computerized inventory system for 200,000 SKUs.
- Effectively maintained tight inventory controls through internal auditor reviews and immediate troubleshooting. Achieved cost management goals and percentage of loss 25% lower than industry standards.
- Ensured expeditious materials transactions while meeting budget goals.

Education

Burlington County Community College, Pemberton, New Jersey

Associate of Arts, Business Administration—1988

- Computer Skills: Windows NT/2000, Microsoft Office 2000 (Word, Excel, Access) and automated inventory tracking applications.

Keywords

Warehousing
Distribution
Inventory Control
Management
Inbound and
Outbound
Shipments
Customer
Satisfaction
Scheduling
Human Resource
Management
Distribution
Accountability
Troubleshooting
Cost Containment
Budget Controls
Safety Training
Safety Management
ISO 9000
Certification
Standards
Warehouse
Personnel
Shipment
Verification
Stock and Staging
Area
Finished Goods
Inventory
Warehouse and
Shipping
Operations
Automated
Inventory Tracking

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

With 13 years' experience leading and managing warehouse and shipping operations for a major finished goods inventory distributor, I have a proven track record of maximizing customer satisfaction while achieving cost control goals well below industry standards. Efficiently scheduling warehouse personnel and closely monitoring warehouse and distribution procedures has yielded high levels of productivity. I believe I can produce similar outstanding results for you!

WEB DESIGNER

Keywords

Artistic Talent
P&L Mindset
35 mm & Digital
Photography
Life Cycle
Development.
Web Design &
Development
Search Engine
Optimization
HTML & Cutting-
Edge Software
E-Mail Campaigns
E-Commerce
Initiatives
Message
Development
Project Management
Brand Development
Static and Animated
Images
Typography/Text &
Font Management
Image Management
Client-Server
Concepts
Cross-Browser
Issues
Revenue-Enhancing
Sites
Troubleshooting
Color Theory &
Manipulation

Resume

Marit Johannsen
1812 Waterford Court
St. Paul, Minnesota 55102
(651) 555-0090 / email@email.com

Web Designer & Developer
Successfully Transform Concepts Into Interactive Reality

Artistic Talent, P&L Mindset, and Technical Savvy

Draw on artistic vision, business acumen, and passion for the field to create aesthetic sites meeting client-driven goals. Proficient with HTML, DHTML, Cold Fusion, MS Office, JavaScript, C++, WebLogic, Oracle, Photoshop, Fireworks, QuarkXpress, SQL7.

Core Strengths

Client-server & object-oriented concepts	Cross-browser issues
Image, brand, & message development	Search engine strategies
E-commerce initiatives/e-mail campaigns	Total Web lifecycle development
Static/animated images	Photography/color/topography

Professional Experience

VISIONLINK, LTD., St. Paul, Minnesota 1995 to Current

Web Designer and Developer

Contribute as integral member of development/design team. Perform object-oriented and client-server-focused Web applications and development. Create original art and graphic layout of content, banners, logos, and merchandise. Code new programs. Incorporate interactive elements and e-commerce initiatives; perform technical coding, review, and testing; and work closely with senior executives to conceptualize, design, and launch Internet/Intranet sites furthering company goals. Serve as primary "troubleshooter."

- Enhanced Internet site for bank garnered a 42% increase in unique user sessions.
- New Internet site for distributor generated a 57% increase in qualified sales leads.
- Initiated interactive "Me & You" bulletin board, growing communication flow.
- Handpicked by management to revamp home page, praised in *Web Design Monthly*.

Education

University of St. Thomas, St. Paul, Minnesota

Bachelor of Arts: Computer Information Systems, 1990

- Graduate of first program emphasis in Interactive Web Design & Development
- GPA 3.85

References Furnished Immediately upon Request

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

I am able to transform concepts into on-line, interactive reality, managing all aspects of Web life cycle development. My combined artistic talent and P&L mindset have resulted in the delivery of revenue-enhancing, market-oriented sites. My innovative sites, tapping into my expertise in photography and managing images, fonts, text, and color, are in demand. I optimize search engines through keyword research/selection, meta tagging, engine submission, and position tracking. My career is marked by success in incorporating interactive elements and e-commerce initiatives. I have earned a reputation as an effective troubleshooter, resolving technical issues and managing ongoing support.

WRITER/EDITOR

Resume

Cheryl Franks
425 Range Road
Harrisburg, PA 17107
(570) 555-1212 / email@email.com

Writer / Editor

Excel at identifying & developing compelling news angles

Award-winning writer/M.A. in Writing
Analytical/Excellent command of the English language

Award-winning journalist/reporter/editor with nine years of professional writing experience in traditional print media and Web publishing. Extensive experience writing and editing for newspapers, businesses, and health-care-industry organizations. Specialize in writing about business and technical topics. Maintain high-quality standards. Produce on or ahead of deadline.

Core Strengths

Identifying news angles
Creating Web copy
Supervising writers
Editing

Technical & business writing
Interviewing
Researching complex topics
Meeting deadlines

Professional Experience

WALL STREET REVIEW, New York, NY

Freelance Writer

1999-Present

Research topics, interview senior executives, and write business articles. Produce market forecasts concerning new technologies in the pharmaceutical, automotive, chemical, and medical equipment industries. Contribute to writing business news summaries for *www.wsr.com*. Edit business articles. Supervise five other freelance writers.

- Wrote a feature article for the Biotechnology section on market trends
- Won "Best Technology Article 2000" (News Publishers Association)
- Selected to provide editorial direction to six freelance writers
- Contributed to 10% growth in circulation

Education

Smith College, Northampton, MA
B.A. in English 1990
Goddard College, Plainfield, VT
M.A. Writing, Journalism Concentration 1995

References Furnished upon Request

Keywords

Journalist
Newspaper Reporter
Editing
Features
Editorials
Interviews
Supervising
Web Copy
Business Writing
Newspapers
Magazines
Reports
Newsletters
Deadlines
Analytical
Creative
Research Skills
Print Media
Copy Editing
M.A. in Writing

Interview Q&A Using Keywords

Why should we hire you, what are your strengths, and how do you see yourself contributing to our company?

My professional specialization is writing and editing for technical and business publications. My research and interviewing skills are excellent. I have a particular gift for making complex material both understandable and interesting to the general public. My ability to write compelling articles has had an impact on the ability of a publication to grow and gain market share in a competitive market.

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TEAMFLY

About the Authors

Jay A. Block, CPRW (Certified Professional Resume Writer), internationally certified career coach and resume strategist, is the contributing cofounder of the Professional Association of Resume Writers and Career Coaches (PARW/CC). He helped develop the PARW/CC national certification process and is a widely respected national speaker, author, and career coach. Contact him at www.jayblock.com.

Michael Betrus, CPRW, has been a hiring manager in the telecommunications industry for several years, and frequently engages in academic seminars for students on campus. Michael is the author of *The Guide to Executive Recruiters* and co-author, with Jay Block, of *101 Best Resumes*, *101 More Best Resumes*, *101 Best Cover Letters*, and *101 Best Tech Resumes*. Contact him at betrus@earthlink.net.